Bulletin No.: 06-00-89-026J

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Service Bulletin

WARRANTY ADMINISTRATION

Subject: **Warranty Administration – Revised Customer Concern Not Duplicated (CCND)/Verified Labor Operation Numbers/How to Submit CCND Transactions in Global Warranty Management**

Models: **2005-2013 GM Passenger Cars and Light Duty Trucks**

Attention: **Please direct this communication to the Warranty Administrator and all Service Technicians. New requirements are being instituted for CCND Engine Labor Codes. The information contained below is intended to refine and to clarify the proper submission of transactions under GM Global Warranty Management (GWM).**

This bulletin has been revised to update Labor Operations N9991 and N9996 of the Customer Concern Not Duplicated/Verified Labor Operation Numbers Table. Please discard Corporate Bulletin Number 06-00-89-026I (Section 00 – General Information).

Global Warranty Management for Customer Concern Not Duplicated Labor Operations

The Global Warranty Management System is General Motors primary warranty submission tool providing a simple, straightforward method for inputting data. It is required when a customer concern cannot be duplicated and that the transaction includes the following information:

- **Complaint Code:** is a 4-character code indicating the customer's complaint. A complaint code is required for each transaction.
- **Complaint Description:** is a free-form text field used to describe the customer's complaint. The fact finding questions (who, what, when, where, and why) should be answered: color of fluid, what warning light is on, intermittent or consistent, operating conditions necessary to have the condition occur, etc.
- **Cause Code:** is a 4-character code used to describe the cause of failure. A cause code should be listed on the job card for each transaction.
- **Cause Description:** is a free-form text field used by the technician to describe in detail the cause of the failure and reason for repair such as the DTC Code found or displayed symptom.
- **Correction Description:** is a free-form text field used by the technician to describe in detail the correction for the vehicle failure. The correction description should not recap the service procedure; rather it should provide all available information that supports a better understanding of the correction performed. This includes all test measurements, diagnostic trouble codes, circuit numbers, connector number/names, document ID number from SI (Service Information), area of oil leak, etc.

Global Warranty Management (GWM) Input Screen

Additional Requirements for Engine Labor Operations

Effective with the next release of the Labor Time Guide, the engine customer concern not duplicated labor operation numbers are changing for all vehicles. The reason for the change is to simplify the labor operation choices (reduced number of available operations) and obtain additional data using stored Diagnostic Trouble Code (DTC) information to support product engineering investigations. Previous engine CCND labor operations will no longer be available.

There are changes to the proper usage statement and complaint categories for engine CCND labor operations. The Engine CCND – Engine Controls and Fuel labor operation will include a labor code dependency field. It is necessary to provide the stored DTC(s) in this field. This information will be required when submitting a warranty claim/transaction. GM product engineering is also requesting support from service technicians to ensure that the DTC information and freeze-frame record data is being passed properly to GM. This is accomplished by simply connecting the diagnostic scan tool to the TechLine PC. The data upload happens automatically while conducting normal activities. The scan tool should be connected to the TechLine PC on a regular basis to facilitate frequent data uploads.

What This Change Means to You

Technicians - When you are investigating a Malfunction Indicator Lamp (MIL) active customer complaint, it is necessary to confirm with the customer the specific malfunction indicator warning lamp (SES Service Engine Soon) has activated. The J9992 Engine CCND-Engine Controls and Fuel labor operation should only be used for the engine malfunction indicator lamp (i.e. Pxxxx codes). Once the engine MIL is confirmed, it is necessary to query the engine control module with a scan tool to identify the faulted DTC(s) and associated failure records. Do not clear fault codes until the ECM data has been collected. The diagnostic trouble code(s) should be provided to the warranty claims administrator so they can be entered into the labor code dependency field for J9992 Labor Operation.

Warranty Claim Administrators - Enter the labor operations as usual. Enter the diagnostic trouble code in the labor code dependency field. Use only engine “P” codes (e.g. P0300 Engine Misfire Detected) for the J9992 labor code. Do not use DTC -B, C or U codes as these are non-Powertrain and non-Engine MIL activating codes.

The Complaint, Cause and Correction codes are still required. Providing clear information in the 3Cs can help prevent another customer from experiencing a similar condition. Improving product quality will increase customer satisfaction and influence future customer purchase decisions.

New Labor Operations – Proper Usage Statement and Required Additional Information

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- **J9991 Engine CCND – Engine Mechanical**

  Customer reports engine concern. Service technician collects relevant operating and environmental conditions from customer during concern event and attempts to replicate/mitigate concern. Technician evaluates ECM for any engine diagnostic trouble codes and follows fault tree for any identified P-code(s). Technician investigates any pending Product Information and/or Product Bulletins that may apply to the customer concern. Service technician is unable to reproduce concern, confirms there are no pending product information bulletins and is unable to identify a problem with the vehicle. This labor operation should not be used for a MIL active complaint or non-engine related issues.

- **J9992 –Engine CCND – Engine Controls and Fuel**

  Customer states check engine light active. Service technician verifies engine diagnostic trouble code is stored in Engine Control Module. Service technician follows fault tree for identified P-code(s) and is unable to identify a problem and/or duplicate concern. Technician investigates any pending Product Information and/or Product Bulletins that may apply to the diagnostic trouble code(s). An engine diagnostic trouble code (Pxxxx code) must be identified in the ECM to use this labor operation. J9992 labor operation should not be used for the P0700 DTC. P0700 is specific to the transmission system must be applied to a transmission labor operation.

  Note: Additional Information Required – Engine Control Module Diagnostic Trouble Code (Pxxxx) to be provided in the labor code dependency field.

Below is list of the Labor Operations, Description and Proper Usage guidelines to follow when using them:

“Customer Concern Not Duplicated/Verified” Labor Operation Numbers

Customer Concern Not Duplicated/Verified Labor Operations Numbers	Description	Example of Proper Usage
D9995	Heating and Air Conditioning	Customer states A/C system not cold enough. Performed system verification for A/C system. Temperature is found to be within specifications.
E9992	Suspension	Customers states front suspension noise over bumps. Followed SI procedures to diagnose front suspension noise and was unable to duplicate concern.
E9993	Tires and Wheels ♦ (For Tire Pressure Monitoring System Concerns See N9994)	Customers states a tire vibration accompanied by a thumping noise is heard at highway speeds. Road tested and checked tire balance. Unable to duplicate concern.
E9994	Steering	Customers states steering noise/whine when turning at parking lot speeds at cold temperatures. Followed SI procedures and was unable to duplicate.
F9995	Axle, Differential or Rear Drive Module (RWD and AWD Vehicles)	Customer states driveline noise, vibration or intermittent All Wheel Drive Light ON. Followed SI procedures to identify driveline noise/vibration or cause of the AWD indicator and was unable to duplicate concern.
H9991	Brakes	Customer states ABS / TCS / Stability Control light came on, but now it's off. Scan tool shows history code. Cleared code, followed system verification with no trouble found and unable to duplicate concern.
J9991	Engine CCND – Engine Mechanical	Customer states engine making abnormal noise or leaking fluid, followed SI diagnosis for noise or leaks and was unable to duplicate customer concern.
J9992	Engine CCND – Engine Controls and Fuel	Customer states engine light was on with a fuel related DTC, followed system verification procedure for DTC as indicated and unable to duplicate the concern.
K9991	Manual Transmission – Clutch	Customer states the clutch does not engage properly when shifting, followed SI diagnostic procedures for clutch feel and was unable to duplicate customer concern.
K9992	Manual Transmission	Customer states the vehicle does not shift properly, followed SI diagnostics for shift problems and was unable to duplicate the customer concern.
K9993	Transfer Case	Customer states vehicle does switch between 2 and 4 wheel drive, followed SI diagnostics for transfer case and was unable to duplicate customer concern.
K9995	Automatic Transmission	Customer states the vehicle does not shift properly, followed SI diagnostics for shift problems and was unable to duplicate the customer concern.

L9995	Exhaust	Customer is not satisfied with exhaust, either a boom, tone, etc., followed exhaust noise diagnosis with no trouble found and unable to duplicate concern. Determined exhaust is no different from other like vehicles.
N9991	OnStar®/Bluetooth	Customer states that OnStar® will not connect to an advisor. Performed related system verification procedure in SI with no trouble found and unable to duplicate concern. **Note:** Use N9991 when Bluetooth concern is in vehicle equipped with RPO UPF.
N9992	Cluster/Head UP Display	Customer states cluster backlighting does not illuminate. Performed related system verification procedure in SI with no trouble found and unable to duplicate concern.
N9993	Electronics – Safety/Seat/Lighting/Keyless Entry/Theft Alarm	Customer states SIR light has come on but is now off. Performed related system verification procedure in SI with no trouble found and unable to duplicate concern.
N9994	Tire Pressure Monitoring System (TPMS) ♦ (For Tire and Wheel Concerns See E9993)	Customer states pressure value for one tire is not displayed on DIC. Performed related system verification procedure in SI with no trouble found and unable to duplicate concern.
N9996	Entertainment/Radio/Navigation/USB/Bluetooth	Customer states sound from the rear speakers pops or distorts. Performed related system verification procedure in SI with no trouble found and unable to duplicate concern. **Note:** Use N9996 when Bluetooth concern is in vehicles without RPO UPF.
N9997	12V Battery/12V Charging System	Customer states vehicle would not start/crank. Performed related system verification procedure in SI with no trouble found and unable to duplicate concern. **Note:** Use N0100 for battery charge & test.
N9998	Hybrid Electronics & Hybrid Charging	Customer states vehicle will not charge at home charging station, Performed related system verification procedure in SI with no trouble found and unable to duplicate concern.

Notice: In some cases the subject vehicle may be operating as intended but not in line with the expectations of the customer. This type of outcome does NOT fall under the definition of Customer Concern Not Duplicated. In cases where the vehicle is operating as intended but not in-line with customer expectations, service management should submit a Field Product Report. Refer to the latest version of Corporate Bulletin Number 02-00-89-002 (10-00-89-006 for Canada) for additional information on how to submit a field product report.

Policies and Procedures for Use of Customer Concern Not Duplicated/Verified Labour Operation Numbers

- "Customer Concern Not Duplicated/Verified" labor operation numbers are to be used only in conjunction with a concern originating from a customer.
- **"Customer Concern Not Duplicated/Verified" may not be appropriate if Service Bulletins are available to address the condition.**
- "Customer Concern Not Duplicated/Verified" labor operations are not intended to replace the Service Consultant's responsibility to properly validate and qualify a customer's concern. Eligibility to claim "Customer Concern Not Duplicated/Verified" labor operation numbers is limited to those cases where, after the Service Consultant/Service Manager has confirmed the customer's concerns, it is necessary to assign to a productive technician, usually with test equipment , and the result is no problem found.
- "Customer Concern Not Duplicated/Verified" labor operation numbers should not be used in conjunction with a same group (i.e. N9993 with N1780) operation number on the same repair order.
- Technicians should only use "Customer Concern Not Duplicated/Verified" labor operation numbers if they are properly trained in the specific area being diagnosed.

- Time allowances of 0.1 hr to 0.3 hr should be based on actual time (clock time). Actual time required should be submitted in regular labor hours column.
- Service management approval must be noted on the repair order prior to the flagging of the operation on the claim.

Example Using the New Engine Labor Operations and Required Additional Information

The customer states the engine MIL was on. Technician confirms with the customer the specific engine MIL that was activated. Pertinent information is gathered from the customer regarding the operating and environmental conditions when the MIL was activated. Customer states MIL was activated just after starting the engine.

Technician interrogates engine control module for any diagnostic trouble codes using scan tool and confirms P00C6 is stored in history. Fault tree for P00C6-Fuel Rail Pressure Low During Engine Cranking is followed and no mechanical or electrical concerns are identified. Attempts to reproduce the fault are unsuccessful. No service bulletins have been issued for this specific concern.

Technician denotes DTC, root cause analysis activities and other pertinent information on repair order and facilitates a scan tool data upload by connecting the diagnostic scan tool to the TechLine PC.

The Warranty Administrator should indicate the following labor operation:

Labor Operation	Labor Code Dependency Field
J9992 Engine CCND – Engine Controls and Fuel	P00C6

- **Customer Complaint:** Engine Malfunction Indicator Lamp active, customer states engine hard to start, engine MIL active after starting. Engine normally starts okay.
- **Cause:** P00C6 Fuel Revised Requirements for Fuel Rail Pressure Low During Engine Cranking
- **Correction:** Tech collected and analyzed freeze frame records which indicated code was set at 200 rpm, 22 deg C coolant temperature. Tech checked electrical connection to high pressure fuel pump – okay. Checked low and high pressure fuel pump for proper pressure during crank – okay. Re-started engine several times, engine started okay. Checked for service bulletin - no publications for P00C6. Could not duplicate customer concern.
