



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: 2014 and Prior GM Cars and Light Duty Trucks

This bulletin has been revised to update the labor operations. Please discard Corporate Bulletin Number 06-00-89-026K.

Below is list of the labor operations and descriptions for "Customer Concern Not Duplicated/Verified" (CCND) conditions and guidelines to follow when using them. For a complete list of guidelines involving the use of CCND labor operations, please refer to the Service Policies and Procedures Manual (Section 1.5.6).

Customer Concern Not Duplicated Labor Operations Numbers	Description	Example of Proper Usage
2029939	Electronics - Safety / 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.
2419919	Brakes	Customers 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.
3019959	Axle, Differential or Rear Drive Module (RWD and AWD Vehicles	Customers 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 unable to duplicate concerns.
3429919	OnStar®	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.
3429969	Entertainment	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.
3439929	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.

4029929	Engine CCND - Engine Controls and Fuel	Customers states engine light was on with a fuel related DTC, followed system verification procedure for DTC as indicated and unable to duplicate the concern.
4049979	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 4041512 for battery charge & test.
4059959	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.
4069919	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.
4429959	Heating and Air Condition	Customer states A/C system not cold enough. Performed system verification for A/C system. Temperature is found to be within specifications.
5019989	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.
7429949	Steering	Customer states steering noise / whine when turning at parking lot speeds at cold temperatures. Followed SI procedures and was unable to duplicate.
8009929	Suspension	Customer states front suspension noise over bumps. Followed SI procedures to diagnose front suspension noise and was unable to duplicate concern.
8059949	Tire Pressure Monitoring System (TPMS) ◆ (For Tire and Wheel Concerns See 8069939)	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.
8069939	Tires and Wheels (For Tire Pressure Monitoring System Concerns See 8059949)	Customers states a tire vibration accompanied by a thumping noise is heard at highway speeds. Road tested and checked tire balance. Unable to duplicate concerns.
8429939	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.
8439919	Manual Transmission-Clutch	Customers states the clutch does not engage properly when shifting, followed SI procedures for clutch feel and was unable to duplicate customer concern.
8449929	Manual Transmission	Customs states the vehicle does not shift properly, followed SI diagnostics for shift problems and was unable to duplicate the customer concern.

8469959	Automatic transmission	Customer states the vehicle does not shift properly, followed SI diagnostics for shift problems and was unable to duplicate the customer 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.

Clarification Regarding Use of CCND Engine Mechanical

- **4069919 – 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.

- **4029929 – Engine CCND – Engine Controls and Fuel**

This labor operation should only be used for engine malfunction indicator lamp concerns when the technician is unable to identify a problem and/or duplicate the concern. An engine diagnostic trouble code (Pxxxx code) must be identified in the ECM to use this labor operation. The diagnostic trouble code(s) should be documented on the technician copy of the repair order. The service technician should follow the fault tree for the identified P-code(s) and investigate any pending Product Information and/or Product Bulletins that may apply to those code(s). 4029929 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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION