



Service Bulletin

WARRANTY ADMINISTRATION

Subject: Warranty Administration – New Global Labor Codes

Models: 2014 and Prior GM Passenger Cars and Trucks

A new labor code format is being deployed for all GM dealers globally during 2013. The new format uses a 7 digit all numeric code that replaces the existing 5 digit labor codes. This bulletin provides insight into the change and the key information to assist in the transition.

Labor Time Guides

English

Service Information

Select a vehicle publication to view:

Service Manual/Bulletins

[Acadia, Enclave, Traverse \(VIN R/V\) Service Manual](#)

Accessories Manual

[Acadia, Enclave, Traverse \(VIN R/V\) Accessory Installation Manual](#)

Labor Time Guide

[R/V Utility](#)

[R/V Utility GLC](#) ←

Owner Manual

[Acadia, Acadia Denali, Enclave, Traverse and Lucerne Navigation System \(Japan\)](#)
[Acadia, Acadia Denali, Enclave, Traverse, Lucerne Navigation System](#)
[Acadia/Acadia Denali, Enclave and Traverse Rear Seat Infotainment System \(MF\)](#)
[Buick Enclave Owner Manual](#)
[Buick Limited Warranty and Owner Assistance Information](#)
[Canadian Limited Warranty and Owner Assistance Information](#)
[Light Duty Truck Limited Warranty \(Puerto Rico\)](#)
[Passenger Car and Light Duty Trucks](#)

French

Renseignements techniques

Choisir une publication de véhicule à visualiser:

Manuel d'entretien/bulletins

[Acadia, Enclave, Traverse \(NIV R/V\) - Manuel d'atelier](#)

Guide d'accessoires

[Acadia, Enclave, Traverse \(NIV R/V\) - Manuel d'installation des accessoires](#)

Barème de temps de réparation

[Utilitaire R/V](#)

[Utilitaire R/V GLC](#) ←

Guide du propriétaire

[Buick Enclave - Guide du propriétaire](#)
[Information sur l'assistance au propriétaire et la garantie canadienne limitée](#)
[Système de navigation Acadia, Acadia Denali, Enclave, Traverse, Lucerne](#)

Existing Labor Time Guides (LTGs) are being replaced with new global labor code Labor Time Guides designated as "GLC" in SI. LTGs will be established for

all 2005 and later model year vehicles. See information below to submit a warranty or policy claim on vehicles before 2005. The U.S. and Canada will begin using the new global code format effective with claims submitted on May 7, 2013. Effective with this date, all claims must use the new labor code format. Select the GLC Labor Time Guide when looking up applicable labor codes and times in SI as shown below. You will continue to see both LTG versions in SI until other global business units transition to the new global labor codes.

New Global Labor Code Format

The new code format will align to the vehicle systems just like the legacy labor codes.



1st and 2nd Digit

Section of the vehicle repaired
(3rd digit is sub section)



4th-6th Digit – Used
internally to align code
with affected part



7th Digit – Designates
Repair Type

1st and 2nd Digit – Corresponds to the section of the vehicle repaired.

05 – Accessories

06 – Non warranty/misc.

10 – Body Hardware & Trim

14 – Body Repair

20 – Body Systems

24 – Brakes

26 – Electrical

28 – Diagnostic & Programming

30 – Driveline/Axle

34 – Driver Information & Entertainment

40 – Engine/Propulsion

44 – HVAC

50 – Hybrid/EV

54 – Power & Signal Distribution

60 – Roof

64 – Safety & Security

70 – Seats

74 – Steering

80 – Suspension

84 – Transmission

90 – Field actions

3rd Digit – applies to the vehicle subsystem, for example:

Note: See complete list of vehicle sections and subsections of the labor time guide at the end of this bulletin.

401 Engine - Cruise Control

402 Engine - Controls and Fuel

- 403 Engine - Cooling
- 404 Engine - Electrical
- 405 Engine - Exhaust
- 406 Engine - Mechanical

4th – 6th Digit – For internal use to align the code with the affected part.

7th Digit – Designates the Repair Type.

Note: Not all of the applicable 7th digits will be utilized initially.

- 0 - Replacement (Single primary part replaced)
- 1 - Replacement (Multiple primary parts replaced)
- 2 - Repair/Align/Overhaul (Servicing one part)
- 3 - Repair/Align/Overhaul (Servicing multiple parts)
- 4 - Paint
- 5 - Programming
- 8 - Bulletin
- 9 - Diagnosis/No Trouble Found

How to Locate a Global Labor Code

Preferred method:

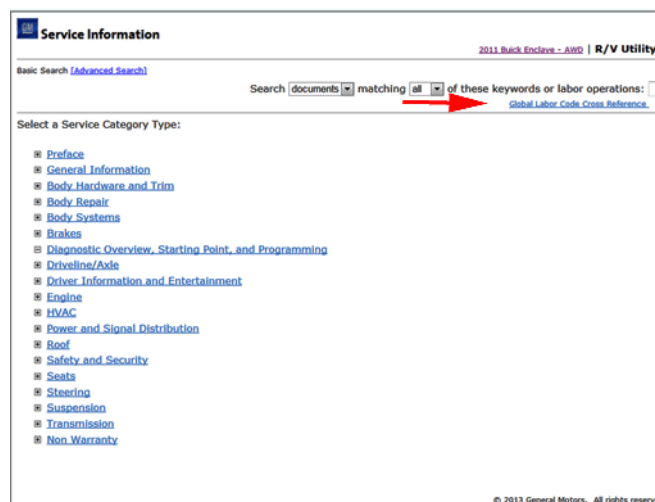
1. Select the correct LTG from SI. (Model year, Brand, Model and GLC LTG).
2. Select the vehicle section that applies to the repair.
3. Select the subsection that applies.
4. Identify the correct labor code description and code based on the repair.
5. Select the applicable time and add conditions for the service performed.

Alternate method #1:

For 2010 and newer vehicles, refer to the latest version of Corporate Bulletin Number 10-00-89-016 (Correct Selection of Labor Codes), which describes how a technician can select the correct labor code based on the repair procedure being followed.

Alternate method #2:

English



French

labor code and time. If the time is not appropriate use straight time to determine the amount of time for reimbursement.

Global Labor Code Exceptions

Field Actions or Special Coverage labor codes – All labor codes (five digit) that existed prior to May 7th will continue to be used even if the applicable Bulletin is subsequently updated. New Field Actions, Special Coverage and Customer Satisfaction Bulletins will transition to a 7 digit global code.

Service Bulletins and PI's – Service Bulletins published prior to May 7th will continue to use published unique labor codes. If these bulletins are updated after May 7th the labor code will be updated to a new global labor code. It will be necessary to always refer to the latest version of the Service Bulletin or PI.

Existing Bulletins and PIs that do not contain a unique Bulletin labor code and refer the reader to "Use Published Labor Operation Time" for the labor code in the LTG will require the dealer to look up the appropriate global labor code as described above. Published Labor code information will be updated to Global Labor codes whenever the Bulletin or PI is updated.

Warranty Processing Information and Key Timing Information

For full details on the Global Labor Code transition and important warranty processing information, please refer to the Global Labor Code Transition Newsletter posted in the Global Connect Library under Service>Warranty.

Warranty parts Center (WPC) Requests

In order to avoid adjustments (add credits) for core charges, administrative allowances, or postage charges on transactions involving WPC requests, we will institute a new process for the submission of these charges. Effective May, 7th these charges, for a WPC return, will be submitted on a separate line using the temporary GLC 0600064. This will eliminate the need for an adjustment and reduce the number of repeat repair authorizations needed. This new labor operation code can be used through August 7th, after which you will need to revert back to the current process of requesting an add credit on the original transaction.

List of Vehicle Sections and Subsections of the Labor Time Guide

Section or Vehicle System Name	Subsection Name	First Three Digits
Non Warranty	Declined Service	003
Non Warranty	National Promotions	004
General Information	Administration	050
General Information	Dealer Installed GM Accessory Installation	051
General Information	Dealer Installed GM Accessory Repairs	052
General Information	General Information	053
General Information	Waterleaks	056
General Information	Pre-Delivery Inspection	059
Non Warranty	Premium Care	060
Non Warranty	Smart Care Promotions	061
Body Hardware and Trim	Exterior Trim	101
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Body Hardware and Trim	Instrument Panel and Console Trim	103
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Body Repair	Bolted Exterior Body Panels and Closures	141
Body Repair	Bumpers and Fascias	142

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Driver Information and Entertainment	Secondary and Configurable Customer Controls	344
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Engine/Propulsion	Engine Mechanical	406
HVAC	Heating, Ventilation, and Air Conditioning	441
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HVAC	HVAC - Manual	443
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Hybrid/EV	Hybrid/EV Controls	501
Engine/Propulsion	Hybrid/EV Battery Heating and Cooling	502
Hybrid/EV	Hybrid/EV Battery Heating and Cooling	502
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Hybrid/EV	Hybrid/EV Energy Storage	503
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Seats	Seat Hardware, Trim, and Upholstery	702
Seats	Seat Heating and Cooling	703
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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.



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