



Service Bulletin

INFORMATION

Subject: Information on Inappropriate Warranty Claims Submitted for Damaged Radios and Instrument Panel Clusters (IPCs)

Models: 2014 and Prior GM Passenger Cars and Trucks

This bulletin has been revised to add the 2014 model year. Also, the Customer Enthusiasm information has been moved to the beginning of the bulletin to provide additional focus on what is required by GM. Please discard Corporate Bulletin Number 08-08-44-015C.

Radios and Instrument Panel Clusters (IPCs) have been returned to the Electronic Service Centers (ESCs) and suppliers with physical damage that makes problem analysis difficult and the root cause impossible to determine. Many of these parts have been submitted for warranty reimbursement when it is obvious that the damage is not covered under the terms of the GM New Vehicle Warranty.

Navigation Radios, Radios and Instrument Panel Clusters (IPCs) with physical damage must be reviewed with the District Manager Aftersales (DMA) (U.S.) or District Manager-Customer Care and Service Process (DM-CCSP) (Canada) for appropriate coverage prior to obtaining a replacement unit under a warranty claim. The dealership must note the District Manager Aftersales (DMA) (U.S.) or District Manager-Customer Care and Service Process (DM-CCSP) (Canada) approval on the R.O. along with the reason for the goodwill assistance.

Example of Properly Filled Out R.O. Form

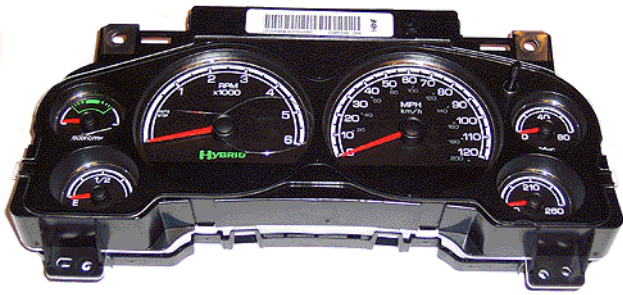
Labor Code	Description	Part Number	Transaction Type	Labor Time	Cust Enthusiasm
3431030	Instrument Cluster, Replace	12345678	ZREG	0.4	X

A Customer Enthusiasm repair is performed when the failure is determined not to be a defect in material and workmanship, but the Service Agent would like to cover the repair because of customer loyalty. Normally these repairs would be the owner's responsibility, but GM has decided to participate in the repair to create customer enthusiasm. In these instances, when the transaction is being submitted, Service Agents must select the "Customer Enthusiasm" check box. This warranty repair must be very well documented by service management in this Complaint, Cause and Correction fields.

If a damaged unit is being exchanged outside of warranty, contact the ESC directly and state that it is not a warranty claim. Refer to the latest version of Corporate Bulletin Number 08-08-44-029 for ESC contact information.

Examples of Components with Non-Warrantable Damage

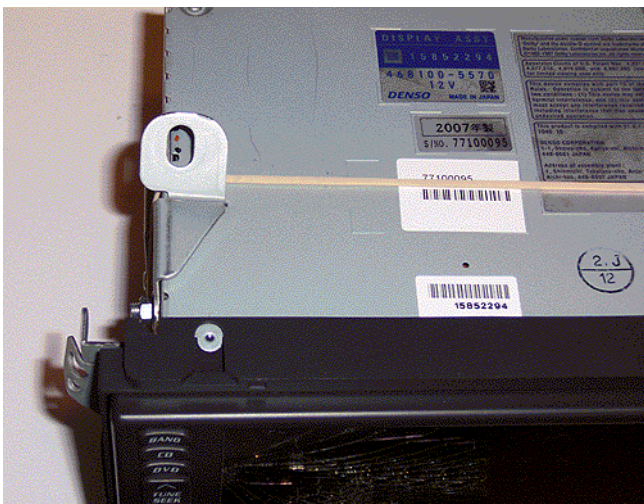
The following illustrations show damaged components that should not be repaired under terms of the GM New Vehicle Warranty.



- The illustration above shows an IPC with a cracked lens.



- The illustration above shows a radio with a cracked display window.



- The illustration above shows a radio with damaged mounting tabs.



- The illustration above shows an IPC with chemical damage to the lens.



- The illustration above shows a navigation radio with a cracked display window.

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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