



Service Bulletin

INFORMATION

Subject: Information for Dealers on How to Submit a Product Information Report (PIR) (Canada Only)

Models: 2014 and Prior GM Passenger Cars and Trucks

Attention: U.S. dealers should refer to the latest version of Corporate Bulletin Number 02-00-89-002.

This bulletin has been revised to add the 2014 model year and provide updated information on Product Information Reports. Please discard Corporate Bulletin Number 10-00-89-006B.

Dealers/Technicians play a key role in reporting product issues via Product Information Reporting. The timeliness and detailed information in these reports proves to be extremely important to the product problem resolution process. This bulletin will offer information on how to submit an electronic Product Information Report.

Guidelines for Submitting a Product Information Report (PIR)

Product Information Reports are an important tool that help us collectively identify and quickly address emerging issues on our vehicles, particularly during the launch of new programs.

A good rule of thumb when considering when to submit a report is whether it meets the “**3 Critical Points**” below:

1. **Critical Product Concern:** Safety, no start, walk-home condition.
2. **Critical Timing:** Safety Concern, Vehicle in dealership, Concerning plant build condition.
3. **Critical Information:** More detailed information, including photos or videos can be provided to enhance understanding of the issue.

In addition to the examples of critical conditions noted above, product information reports can also be helpful for communicating:

- Wire harness routing causing damage (Critical information communicated with photos)
- Emerging conditions that have required repetitive repairs with no apparent service bulletin or PI (Critical Product Concern)
- Significant issues not typically submitted as a warranty claim (Critical Product Concern or Critical Information)
 - Vehicle operating normally but condition unacceptable to the customer
 - Critical issues found during Pre-Delivery Inspection (PDI) or with GM Accessories

Service Information (SI) Feedback, not Product Information Reports, should be submitted for the following:

- Issues with Service Information (SI) repair information
- Issues with the Technical Service or Preliminary Information Bulletin
- Issues with the Labor Time Guide

Important: Do not include personal opinions in product reports. State only the facts.

Submitting a Product Information Report (PIR)

- Submit Product Information Reports (PIRs) using one of the two electronic PIR forms located in GM GlobalConnect.

Note: There are two methods available for submitting a PIR to General Motors of Canada Limited (GMCL). The Enhanced PIR form uses an on-line submission process, where the form is completed while logged onto GlobalConnect, and sent to GMCL using a “Submit” button at the bottom of the

page. The legacy PIR form is completed, saved to the computer hard drive and e-mailed to GMCL. With the legacy form, a copy of the blank form can be saved to your local hard drive, by selecting the save icon from the PDF form header.

Important: Submit only one PIR for each product condition. Additional VINs demonstrating the same product condition should be included on the same report in the field labeled "Additional VIN #s with same condition."

Completing the Enhanced PIR Form

The Enhanced PIR form is located in the Service Workbench of GlobalConnect. The Partner Security Coordinator for your dealership MUST enable this link so that each member of the dealer service staff will have access to this enhanced PIR form.

In addition to the Service Workbench, the Enhanced PIR form is available in the Best Service Experience/Best Service Retention page under Commonly Used Links, as well as the GlobalConnect Library under Service/Vehicle Information.

The Enhanced PIR form is titled PIR ONLINE — Product Information Report (Online Submission)

The electronic Product Information Report (PIR) form contains fields to record the following information:

- Dealer code or BAC code
- Dealer contact (name of person making report)
- E-mail address*
- Job Card or Repair order number
- Odometer (KMs)
- Labour operation (if known)
- VIN (mandatory - include all 17 digits)
- Additional VIN #s with same condition
- Condition (customer description)
- Cause
- Correction
- Part number and/or part name
- Three Attachments fields**

* When a valid e-mail address is entered, a copy of the completed form will automatically be sent to the e-mail address indicated, as a confirmation that the report was received by General Motors

Submission Process for Enhanced PIR Form

- Complete Form
- Insert and attachments as required
- Press the "SUBMIT" button at the bottom of the page

Completing the Legacy PIR Form

The Legacy PIR form is located in the Best Service Experience/Best Service Retention page under Brand and Product Information, as well as the GlobalConnect Library under Service/Vehicle Information.

The electronic Product Information Report (PIR) form contains fields to record the following information:

- Dealer code or BAC code
- Dealer contact (name of person making report)
- E-mail address
- Job Card or Repair order number
- Odometer (KMs)
- Labour operation (if known)
- VIN (mandatory - include all 17 digits)
- Additional VIN #s with same condition

- Condition (customer description)
- Cause
- Correction
- Part number and/or part name

USER TIP

A local copy of the blank PIR REPORT FORM can be saved to your computer desktop for easier submission of future reports. To save a copy of the blank form to your computer desktop, open the PIR form on GM GlobalConnect as usual and then save a copy by selecting the save icon from the PDF form header. A pop-up dialog box will then open. Choose your desired file destination as "Desktop" and rename the file Product Information Report, and then click "Save." You will now be able to quickly locate and open your local copy of the blank form by simply clicking on the saved PRODUCT INFORMATION REPORT form located on your desktop.

Submission Process for Completed Legacy PIR Form

1. Complete form and save this document on your hard drive.
 - Select "File - Save As".
 - Rename the file
 - Save document on the desktop or in a folder.
2. Create an e-mail to send PIR.
 - Address e-mail to pir.reports@gm.com.
 - On the "Subject" line, enter the model year and vehicle type (e.g. 2010 Camaro).
 - Attach the PIR form in 'pdf' format.
 - Attach photo, audio or video files**(optional if applicable).
 - Send the e-mail.

**Acceptable File Formats:

- Photo images - JPG format (For photo advice, please refer to the latest version Corporate Bulletin Number 07-00-89-036)
- Audio files - WAV format
- Video files – the standard Movie or Video formats of most digital cameras are acceptable (for example: AVI, MOV, MPG and MVI formats).

Important: The email system is unable to accept messages with very large attachments. The total size of all attachments should not exceed 10 MB. To minimize the size of Video files, it is recommended to record with the Movie image size set to 320x240 (commonly referred to as '320' mode) and keep the recording time to a minimum, typically 15 seconds or less.

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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