



Service Bulletin

INFORMATION

Subject: Electronic Component Exchange Program Update (U.S. and Canada Only)

Models: 2013 and Prior GM Passenger Cars and Trucks

This bulletin is being revised to change the information referring to the administrative allowance. Please discard Corporate Bulletin Number 03-00-89-013G (Section 00 – General Information).

The administrative allowance for electronic components exchanged through the Electronic Exchange Program is 0.2 hr handling allowance and \$25 net amount. The component R&R labor time and the 0.2 hr administrative allowance should be included in the labor hours field. The \$25 net amount should be submitted in the net item administrative allowance field. This net amount compensation is intended to compensate the Parts Department's effort during the exchange process. For further information, please refer to Article 1.5.10 of the Service Policies and Procedures Manual.

For Canadian dealerships only: In the event that a mobile service is provided at the dealership, the R&R labor time and the \$25 net amount are NOT to be claimed; however, the 0.2 hr administrative allowance is claimed once per warranty repair/exchange.

This administrative allowance applies to the following labor operation numbers or failed part codes when an exchange has been performed:

GM Dealer Labor Operations

R0733	Radio Control Assembly Replacement
R0734	Radio, Video, Audio Disc Player, and Navigation Information Display Replacement
R0760	Radio Replacement
R0780	Tape Player – Remove, Repair and Replace Tape Player
R0799	Radio Control Module Replacement
R0800	Audio System Transceiver Module Replacement
R0804	Human Machine Interface (HMI) Control Module
R0830	CD (Compact Disc) Player (Remote) – Remove and Replace
R0839	Navigation Map Disc Player Replacement
R0840	Remote Compact Disc Player Replacement

R3100	Head-Up Display Replacement
R3120	Night Vision Components – Camera Assembly – Replace
R3125	Night Vision Components – Display, Head Up – Replace
R5105	Navigation Interface Module Replacement
R5140	Module, Vehicle Interface Unit VIU/VCIM – Replace
R5143	Communication Interface Module Replacement
R5505	Navigation Information Display Replacement
R5520	Video Disc Player Replacement
R5535	Module, Mobile Entertainment Data Cartridge Player – Replace
R5536	Cartridge, Mobile Entertainment Data – Replace
R5537	Multimedia Player Interface Module Replacement
R5540	Video Entertainment System Components – Console, Rear Overhead – Replace
R5554	Video Display Replacement
R5557	Video Disc Player Replacement - Front Seat Head Restraint
R5562	Audio/Video Interface Module Replacement
R5600	Digital Radio Receiver Replacement
N4180	Instrument Cluster Replacement

Important: To ensure product availability for all GM customers, and to avoid being invoiced for a non-return product fee, failed cores must be returned to the ESC within **thirty (30) days**.

Note: The Electronic Exchange Program does not currently include dealer-installed GM Accessories - such as headrest DVD systems or portable overhead DVD systems. Rather, components for these systems are released for service through GM Customer Care and Aftersales (GMCC&A).

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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