



# Service Bulletin

## INFORMATION

**Subject:** Product Quality Center (PQC) Assembly Replacement Process

**Models:** 2013 and Prior GM Passenger Cars and Light Duty Trucks  
Equipped with CNG, LPG or Gasoline Engine, Duramax™ Diesel Engine, Automatic or Manual Transmission and/or Transfer Case, Including Front Wheel Drive and Rear Wheel Drive Vehicles

**Attention:** This Bulletin is effective beginning February 4, 2013.

*This bulletin is being revised to update the Subject text, bulletin information, change the term “Dealer” to “Service Agent”, change the term “Claim” to “Transaction” and the requirements for Service Agents calling the PQC for Powertrain/Drivetrain Assembly Replacement Authorization and add the Submitting Engine, Transmission or Transfer Case Transactions into the Global Warranty Management (GWM) / Record Retention Process section and removing the 9th year of service information. Please discard Corporate Bulletin Number 02-07-30-029S (Section 07 – Transmission/Transaxle).*

### Service Agent Notification - Service Department Personnel Responsibility - Assembly Replacement Authorization

**Notice:** Service Agents are not required to contact the PQC when REPAIRS are being made to the engine, transmission or transfer case assembly.

**Notice:** All Service Agents are still required to contact the PQC for Allison Transmission and Duramax™ diesel engine replacement authorization and for any current restrictions or exchanges.

For more information, see the section in this Bulletin titled: All Service Agents Are Still Required to Call the PQC for an Assembly Replacement Authorization for These Components

**Notice:** Service Agents that are required to contact the PQC for all engine, transmission and transfer case assembly replacement authorization, will be notified by letter and by their Regional Representative.

Service Agents can refer to Global Warranty Management (GWM) and select the: “Items Not Allowed” tab under: “Service Agent Profile” in order to determine if the Service Agent is required to contact the PQC prior to unit replacement involving the following Labor Operations:

- J1820: Partial Engine Replacement
- J1840: Engine Replacement
- J1880: Engine Assembly Replacement
- K7000: Transmission Replacement
- K2720: Transmission Replacement
- K4410: Transfer Case Assembly Replacement

⇒ If Service Agents have any questions concerning why they are required to call the PQC for assembly replacement authorization they should contact their

District Manager Aftersales (DMA), in Canada the District Manager-Customer Care and Service Process (DM-CCSP).

**Notice: Service Agents that are required to call the PQC, must perform the following actions PRIOR to replacement and BEFORE contacting the PQC.**

- Complete the Calibration Verification Number process as outlined in the latest version of:
  - Corporate Bulletin #08-06-04-006 for Duramax™ Diesel Engines
  - Corporate Bulletin #09-06-04-026 for Gasoline Engines / Transmissions
- For automatic transmissions only, perform a transmission cooler flush and record the code.
- Record the vehicle VIN.
- Provide the Service Agent business associate code (BAC).
- Have the repair order (R.O.) number ready along with a detailed Customer Concern.
- Record the serial number of the failed assembly.
- The Condition and Cause including any diagnostic trouble codes (DTCs), symptoms, Scan Tool Snapshots and any other useful information observed and recorded by the technician.
- Complete a Powertrain/Drivetrain Replacement Authorization Request - Repair Estimate - Replacement Component Assembly Estimate for the assembly category. This all inclusive form can be found on GlobalConnect.
- The technician must have detailed information required for proper root cause analysis and product concerns correction. This information is very valuable in ensuring that the replacement assemblies and current production parts help to continually improve our products.

**Notice: A new field has been added to the form to record the technician's diagnostic notes and comments in detail.**

We are requesting that **ALL** service technicians use this opportunity to help GM better understand how and why a given component failed. For GM this is an opportunity to have direct and thorough feedback from the technician to provide to Engineering and thus improve the reliability and durability of both OEM and Genuine GM Parts assemblies.

## **Submitting Engine, Transmission or Transfer Case Transactions into Global Warranty Management (GWM) / Record Retention Process**

**Notice: The PQC no longer creates electronic warranty pre-authorizations.**

Service Agents notified by their regional representative that they are required to contact the PQC for assembly replacements, should complete the following in order to submit engine, transmission or transfer case Transactions into GWM:

1. Scan the completed repair order and attach it to the warranty Transaction in GWM.
2. Scan the completed Repair Estimate - Replacement Component Assembly Estimate worksheet and attach it to the warranty Transaction in GWM.
3. When applicable insert the transmission flush code in the labor operation dependency field.
4. Enter the serial number of the new assembly into the: “**Serial Number**” field which will appear in the: “**Parts Section**” of the Transaction.
5. Enter the serial number of the failed assembly into the: “**Comment**” field.
6. **H route** all engine, transmission or transfer case replacement warranty Transactions.
7. All Service Agents are required to retain the completed Repair Estimate - Replacement Component Assembly Estimate worksheet. Attach the worksheet to the repair order.
8. On the repair order, document the serial number of **BOTH** the failed assembly being removed and the replacement assembly being installed and transmission flush code as applicable.
9. Attach the completed Calibration Verification Number (CVN) as applicable to the repair order and place it in the Service Agent Vehicle Service History File.

## **Customer Satisfaction**

There may be situations where an assembly can be repaired, but due to customer satisfaction reasons an assembly replacement should be considered. In these cases the service department personnel should review the concern with the District Manager Aftersales (DMA), in Canada the District Manager - Customer Care and Service Process (DM-CCSP).

For Service Agents required to contact the PQC, the service department personnel **MUST** be prepared to provide diagnostic information as well as a completed **Repair Estimate** and **Replacement Component Assembly Estimate** worksheet. Service Agents required to contact the PQC, **MUST** advise the PQC when the DMA, in Canada the DM-CCSP authorizes the replacement of an engine, transmission or transfer case assembly for goodwill purposes versus repair.

The PQC agent will update the Service Request (SR) with the statement: **Replacement authorization per DMA/DM-CCSP request.** The PQC agent then

sends an e-mail to the appropriate DMA, in Canada the DM-CCSP with the following information: **Authorized replacement of component released per DMA/DM-CCSP request. BAC XXXXXX, RO# XXXXXXX, SR# XXXXXXXXXXXXXXX.**

## **Powertrain/Drivetrain Replacement Authorization Request - Repair Estimate - Replacement Component Assembly Estimate Form on GlobalConnect**

**Notice:** This file can be saved to your PC. It is macro enabled to add the data entered into the Estimate Forms and will function with Microsoft Excel.

The Powertrain/Drivetrain Replacement Authorization Request has been updated to provide **ONE** all inclusive **FORM** for each **ASSEMBLY CATEGORY**. Each assembly category form has an integrated **Repair Estimate** and **Replacement Component Assembly Estimate** section.

The Powertrain/Drivetrain Replacement Authorization Request is available in five categories on GlobalConnect and are identified as follows:

- Gas Engine Form
- Diesel Engine Form
- Automatic Transmission Form
- Manual Transmission Form
- Transfer Case PTU Form
- **To access this form in the United States > Go to > GlobalConnect > Service Forms > Transmission/Transaxle > Bulletin Number 02-07-30-029 > Forms > select and download either of the two available forms. Each of the 5 assembly categories are contained within each form.**
- **To access this form in Canada > Go to > GlobalConnect > Library > Service > Warranty Administration > Warranty Administration Home Page > Column Labeled Warranty Administration > Forms > select and download either of the two available forms. Each of the 5 assembly categories are contained within each form.**

## **Service Agents Required to Contact the PQC for All Powertrain Assembly Replacements MUST Contact the PQC Prior to Any Assembly Replacement**

Service Agents that required to contact the PQC for **ALL** Powertrain assembly replacements **MUST** contact the PQC **PRIOR** to any assembly replacement and **BEFORE** submitting the following labor operations in GWM:

- J1820: Partial Engine Replacement
- J1840: Engine Replacement
- J1880: Engine Assembly Replacement
- K7000: Transmission Replacement
- K2720: Transmission Replacement
- K4410: Transfer Case Assembly Replacement

Service Agent authorization **WILL NOT** approve these assembly replacement labor operation numbers.

### **PQC Call Process**

1. If diagnosis performed by the service department personnel indicates a need for either an engine, transmission or transfer case assembly replacement, complete the Repair Estimate - Replacement Component Assembly Estimate for the assembly category. Accurate repair versus replacement cost estimates (include the markups) are **ESSENTIAL** in order to eliminate a second call to the PQC.
2. Call the PQC at 1-866-654-7654 **PRIOR** to replacing the assembly.
  - ⇒ If the assembly replacement **IS NOT** authorized then proceed with repair of the assembly. If agreement on repairs cannot be reached, contact the DMA, in Canada the DM-CCSP for a final review of the case.
  - ⇒ If the engine, transmission or transfer case assembly replacement **IS** authorized then proceed with the replacement. Be sure to include the PQC case number and to record the serial numbers of **BOTH** the failed component being removed and the replacement component being installed. **Further calls to the PQC are not necessary and the Transaction can be submitted when ready.**

## **All Service Agents Are Still Required to Call the PQC for an Assembly Replacement Authorization for These Components**

**Notice:** As a reminder, all Service Agents are still required to call the PQC for an assembly replacement authorization for the following components:

- Current parts restriction on the Allison transmission.

- Current parts restriction on the Duramax™ diesel engine for the following vehicles:
  - Model Year 2010 Chevrolet Express Equipped with RPO LGH.
  - Model Year 2010 GMC Savana Equipped with RPO LGH.
  - Model Year 2011-2013 All Vehicles Equipped with RPO LGH or LML.
- Any component listed in a current parts restriction.
- A current assembly exchange program.

The service department personnel should be prepared to provide diagnostic information.

## Returning an Assembly to the Warranty Parts Center (WPC)

**Notice:** Service Agents may be requested to return the assembly to the Warranty Parts Center (WPC) for inspection. Failure to perform the following procedures may result in a debit for the repair.

When returning an assembly the following **MUST** be attached to the return shipping container as indicated by the instructions supplied with the new assembly:

1. A legible copy of the repair order containing the serial number of **BOTH** the failed assembly being returned and the replacement assembly being installed.
  2. Document the transmission flush code (as applicable).
  3. A completed Calibration Verification Number (as applicable).
  4. A completed Repair Estimate - Replacement Component Assembly Estimate for the assembly category.
- All fluids **MUST** be drained and proper packaging procedures observed.
  - If an engine assembly is being returned, the oil filter **MUST** be drained of oil, properly packaged and secured in a plastic bag and attached to the engine assembly.

## All Service Agents Working With PCC (United States Only)

All Service Agents that are working with the PCC to reimburse Independent Service Centers (ISC) must continue to follow the existing PCC processes.

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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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