



Service Bulletin

PRELIMINARY INFORMATION

Subject: Powertrain and Various Electrical/Electronic Control Issues

Models: 2007-2014 GM Passenger Cars and Light Duty Trucks

Condition/Concern

The following two labor codes is for claiming "Labor Only" when addressing Powertrain and Various Electrical/Electronic control issues.

N9999 — Electrical Controls — Labor Only (Comment Required — Describing Corrective Action)

J9999 — Powertrain Controls — Labor Only (Comment Required — Describing Corrective Action)

These labor codes should be used in instances where a repair procedure is performed to a module that has encountered a software "anomaly" in which the corrective action is to "reset" the module by disconnecting battery power to the module or fuse.

Recommendation/Instructions

When submitting N9999 or J9999, a full detail comment describing the corrective action that was performed is required in the comment portion of the claim. Claims that do not include an appropriate comment will be subject to audit and subsequent debit.

If the root cause was not verified and the only corrective actions taken were to remove the battery power or fuses, **DO NOT** submit this under a warranty claim for the specific module or fuse.

These labor codes may not be used in conjunction with another labor code for the same customer concern.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
N9999	Electrical Controls – Labor Only	0.2 hr
J9999	Powertrain Controls – Labor Only	0.2 hr

Keywords: Infotainment, Lock Up, Inoperative, Blank, Radio, Screen, CUE

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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