



Service Bulletin

WARRANTY ADMINISTRATION

Subject: Warranty Administration - Revised Exterior Labor Operations (Labor Only - No Part Replaced) and Required Warranty Claim Submission Information

Models: 2014 and Prior GM Passenger Cars and Light Duty Trucks

This bulletin is being revised to add the 2014 model year and update the Labor Operation List. Please discard Corporate Bulletin Number 11-00-89-007B (Section 00 – General Information).

Instructions

For the Exterior Labor Operations listed below, on customer complaint issues that are repaired by labor only (and no part replacement is necessary), please use the Claim Submission Chart (at bottom of bulletin) to create a 10 digit alpha/numeric code to be entered into the Labor Code Dependency Field.

Warranty Claim Administrators:

Enter the labor operations as usual. Enter the 10 digit alpha/numeric code in the Labor Code Dependency Field with no spaces between the characters. Refer to the examples below that explain how to generate the codes.

Note: During the initial few weeks of this change, please enter the requested code in the Correction Field until the field is enabled in Global Warranty Management (GWM). Once enabled in GWM, it may take a few weeks for the independent suppliers to have the "Labor Code Dependency Field" turned on for these labor operations in their applications. If you receive a claim reject stating that this information was missing, you can use the GWM website to submit the required claim information.

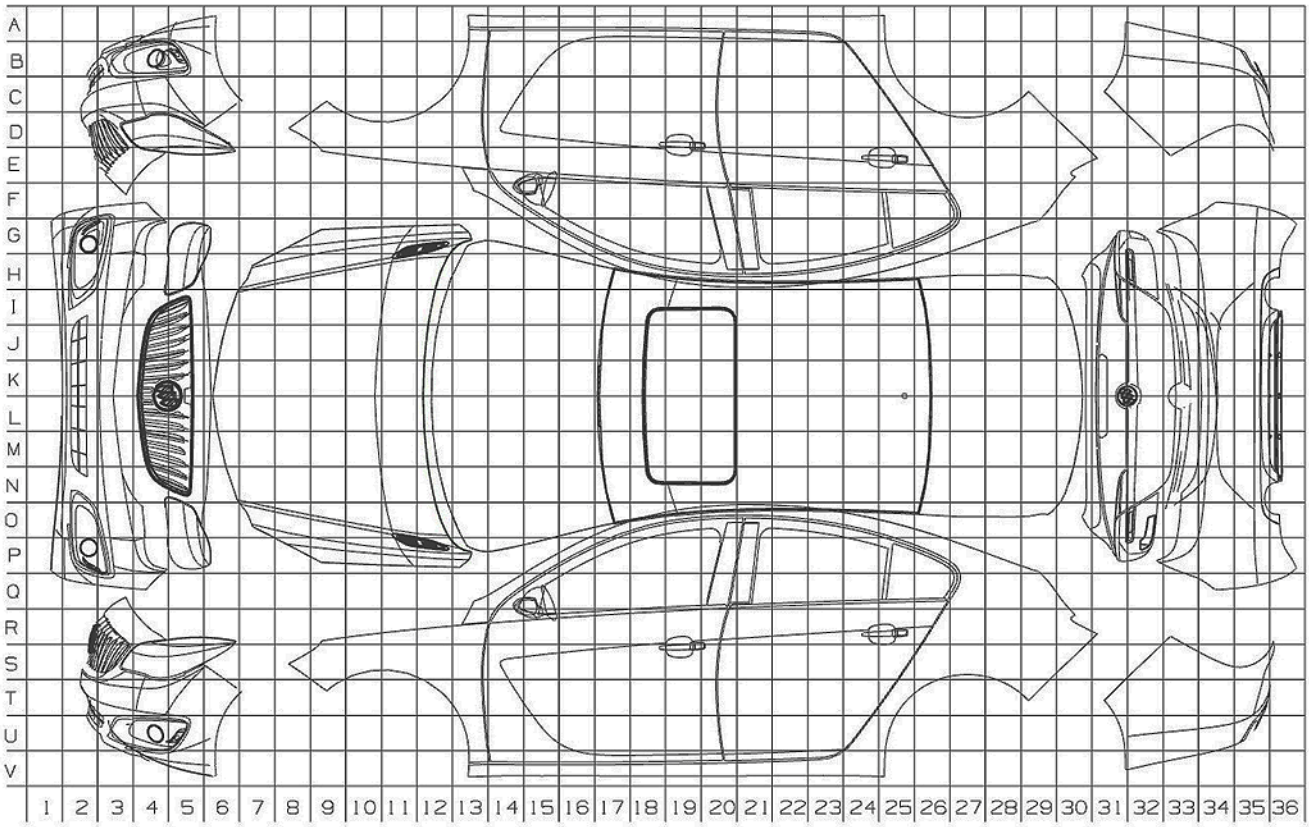
Labor Operation List:

- 1411232 Front Side Door Adjustment
- 1412512 Rear Side Door Adjustment
- 1440244 Front Bumper Fascia Color/Clear Coat
- 1410052 Hood Adjustment
- 1420452 Front Bumper Alignment
- 1440254 Front Bumper Fascia Refinish/Clear Coat
- 1414632 Liftgate Adjustment
- 1414092 Rear Compartment Lid Adjustment
- 1445654 Rear Bumper Fascia Refinish/Clear Coat
- 1420122 Front Bumper Fascia Alignment

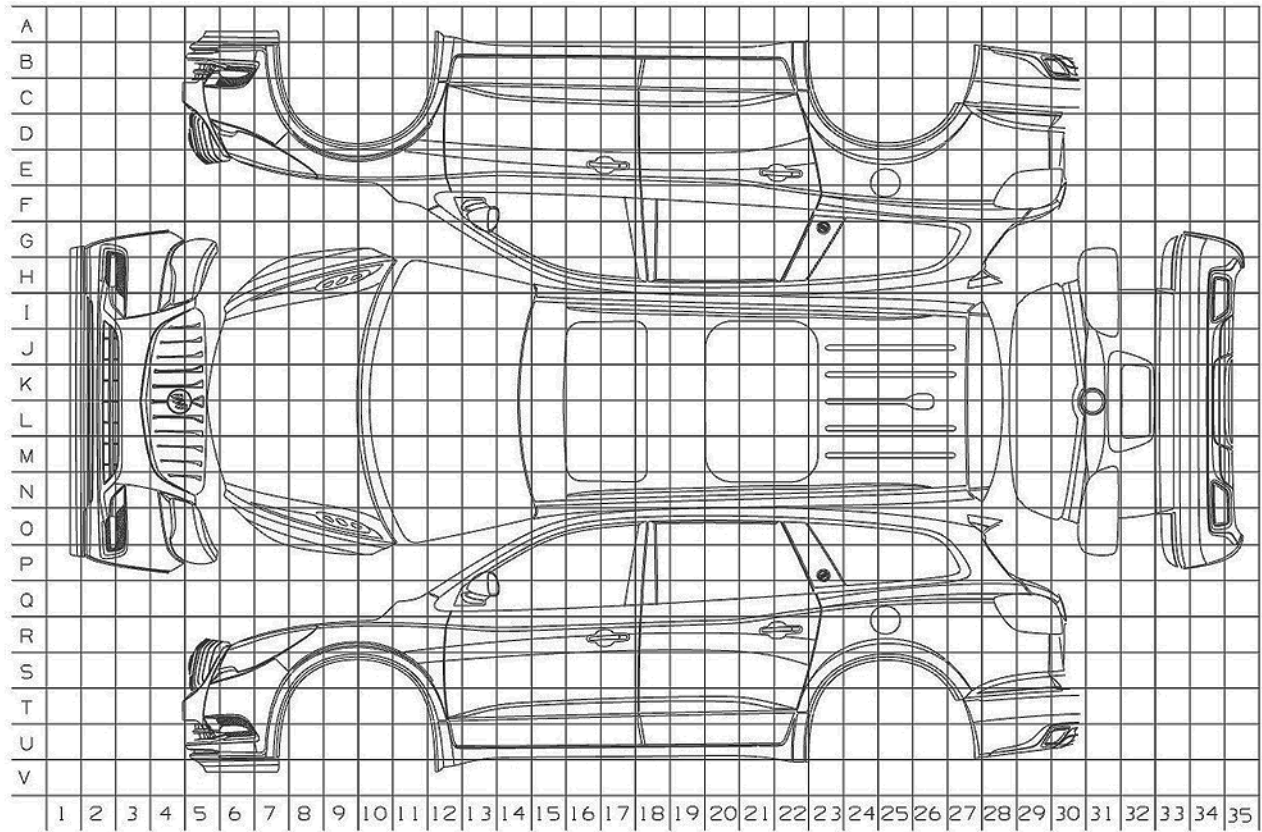
This 10 digit alpha/numeric code is designed to aid in making warranty claim processing more efficient by giving more detailed information for issue problem solving and reduce the need for extensive verbiage and inclusion of pictures on the job card by the technician and warranty administrator.

Use the appropriate graphic below to document the specific location of the customer concern:

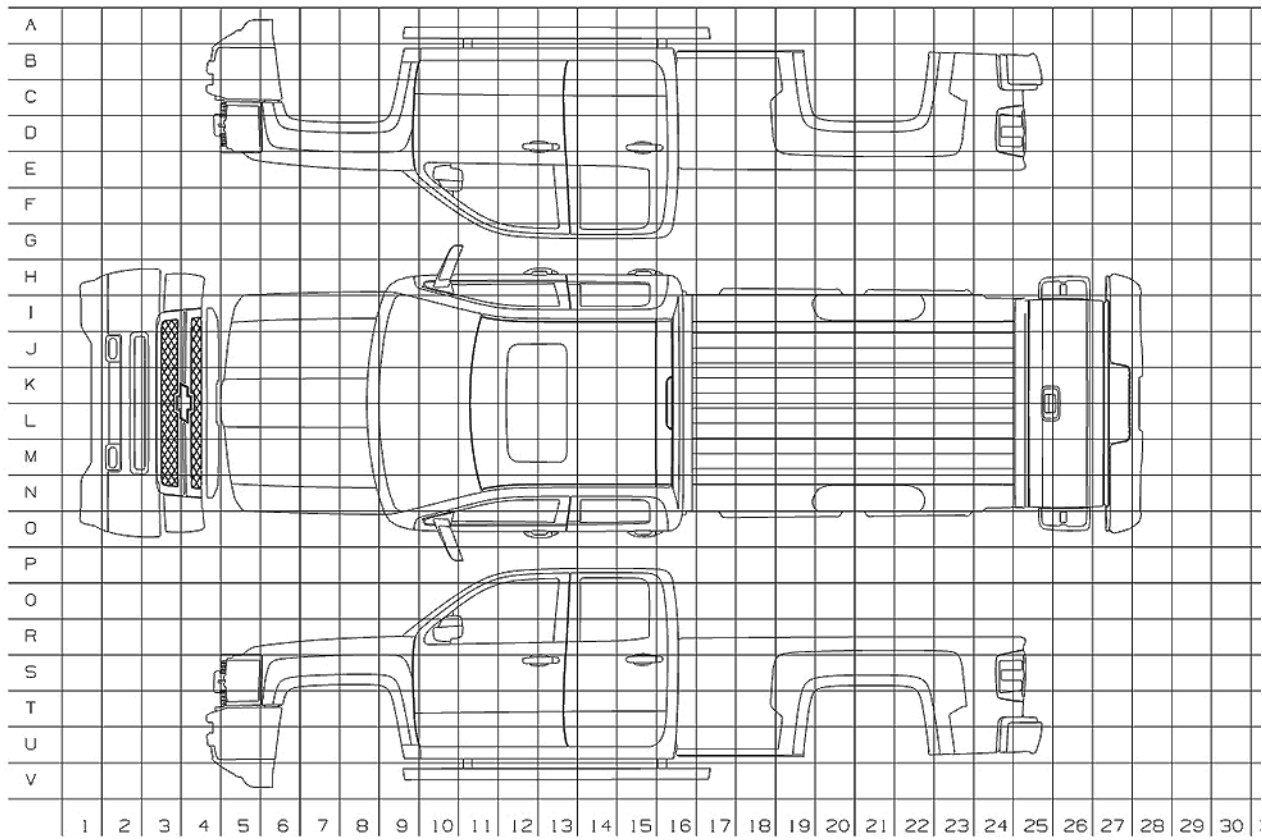
Repair Area Identification Grid – Car



Repair Area Identification Grid – SUV



Repair Area Identification Grid – Truck



Example 1:

Customer complaint on a Buick Regal that the hood has an excessive gap 7 mm (0.275 in) on the front driver’s side that is repaired by correctly adjusting the hood, and no part was replaced. Using the Claim Submission Chart columns below, the 10 digit alpha/numeric code to be entered into the Labor Code Dependency Field would be **CO06010007** (referenced below):

- Vehicle Grid = **C** (for Car)
- Location on Grid = **006** (area of complaint on grid)
- Customer Issue = **01** (for fit/gap issue)
- Issue size (front to back) = **00** (measured gap)
- Issue size (up/down) = **07** (measured gap)

Example 2:

Customer complaint on a Chevrolet Traverse that the rear lower rocker molding on passenger rear is loose/fastener not attached and was repaired by properly attaching the molding and no part was replaced. Using the Claim Submission Chart columns, the 10 digit alpha/numeric code to be entered into the Labor Code Dependency Field would be **SB22170000** (referenced below):

- Vehicle Grid = **S** (for SUV)
- Location on Grid = **B22** (area of complaint on grid)
- Customer Issue = **17** (for fit/gap issue)
- Issue size (front to back) = **00** (measured gap)
- Issue size (up/down) = **00** (measured gap)

Claim Submission Chart

Vehicle Grid	Location on Grid	Customer Issue	Issue Size (Front to Back of Vehicle/Grid)	Issue Size (Up/Down of Vehicle/Grid)
<u>Appearance</u>				
<u>C</u> – Car	See/Use Specific Vehicle Grid	<u>01</u> – Fit (Gap)	<u>00</u> - NA	<u>00</u> - NA

<u>S</u> - SUV	—	<u>02</u> - Fit (Contact)	<u>01</u> - 0 to 1 mm (0 to 0.040 in)	<u>01</u> - 0 to 1 mm (0 to 0.040 in)
<u>T</u> - Truck	—	<u>03</u> - Fit (Flush - in-board/out-board)	<u>02</u> - 1 to 2 mm (0.040 to 0.079 in)	<u>02</u> - 1 to 2 mm (0.040 to 0.079 in)
—	—	<u>04</u> - Fit (Wavy/Uneven)	<u>03</u> - 2 to 3 mm (0.079 to 0.118 in)	<u>03</u> - 2 to 3 mm (0.079 to 0.118 in)
—	—	<u>05</u> - Fit (Alignment)	<u>04</u> - 3 to 4 mm (0.118 to 0.157 in)	<u>04</u> - 3 to 4 mm (0.118 to 0.157 in)
—	—	<u>06</u> - Mis Match (Color)	<u>05</u> - 4 to 5 mm (0.157 to 0.197 in)	<u>05</u> - 4 to 5 mm (0.157 to 0.197 in)
—	—	<u>07</u> - Dirt/Contamination in Paint	<u>06</u> - 5 to 6 mm (0.197 to 0.236 in)	<u>06</u> - 5 to 6 mm (0.197 to 0.236 in)
—	—	<u>08</u> - Peel/Blister/Bubble	<u>07</u> - 6 to 7 mm (0.236 to 0.275 in)	<u>07</u> - 6 to 7 mm (0.236 to 0.275 in)
—	—	—	<u>08</u> - Greater than 7 mm (0.275 in)	<u>08</u> - Greater than 7 mm (0.275 in)
<u>Function/Performance</u>				
—	—	<u>09</u> - Leak (Water)	—	—
—	—	<u>10</u> - Wind Noise	—	—
—	—	<u>11</u> - Noise (Rattle/Other)	—	—
—	—	<u>12</u> - Open/Closing Efforts	—	—
<u>Damage</u>				
—	—	<u>13</u> - Scratch	—	—
—	—	<u>14</u> - Chip	—	—
—	—	<u>15</u> - Dent	—	—
<u>Other</u>				
—	—	<u>16</u> - Missing (Part/Fastener)	—	—
—	—	<u>17</u> - Loose (Part/Fastener)	—	—

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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