



Service Bulletin

WARRANTY ADMINISTRATION

Subject: Warranty Administration – Change in Automatic Transmission Add Condition Documentation and Claim Submission

Models: 2014 and Prior GM Passenger Cars and Trucks

Attention: This bulletin applies to all vehicles covered by a GM Warranty.

This bulletin is being revised to add the 2014 model year and update the Labor Operation. Please discard Corporate Bulletin Number 09-07-30-018C (Section 07 – Transmission/Transaxle).

A revised process is being implemented for automatic transmission internal repair claim documentation and warranty claim submission. Effective with repairs made after January 1, 2012, all warranty claims that require additional labor hours beyond the base transmission repair time and associated published add conditions must be substantiated using the Other Labor Hours (OLH) process. The requirement to use total elapsed clock time for the entire repair to determine the reconditioning OLH is no longer required. The base repair time will be paid based on the published repair time in the Labor Time Guide (LTG) and clock time OLH will only be used to document any additional time needed to complete the repair.

When inspection of the transmission internal components shows metal debris from component failure, GM recommends that the transmission be thoroughly cleaned, inspected and any damage be repaired and components reconditioned as necessary. GM will continue to provide compensation for all reasonable additional repair time in accordance with OLH requirements. In addition, the latest version of Corporate Bulletin Number 02-07-30-029, which contains information for assembly replacement vs. repair decisions, should still be followed. Any repair where the assembly replacement costs may be lower than internal servicing should follow that process.

Claim Documentation

1. At the point where the technician determines additional repairs that requires further disassembly of the transmission beyond the point of the base repair, are necessary, the technician must “clock on.” Once the additional work beyond the base repair is completed, the technician must “clock off” and resume the base repair.
2. All clock time documentation must be attached to the hard copy of the repair order.
3. All additional work, including reconditioning beyond the base repair, must include separate on/off time punches and be explained on the repair order along with the condition, cause and correction (3 Cs).
4. A post repair road test is normally part of the dealership quality control process just like any other repair. If the original condition requires an unusual amount of time to occur dealers may use a reasonable amount of OLH to verify the condition has been repaired.

Claim Submission

1. All OLH must be approved by the service manager.
2. Service managers can approve additional time up to two hours (unless dealership OLH empowerment has been revoked).
3. Additional time above two hours must be submitted for GM representative approval.

The following notes have been added to each labor operation due to this change.

Note: For diagnosis, reconditioning and other repairs, use Other Labor Hours (OLH).

Note: For reconditioning work beyond base repair, OLH must be documented by clock time when reconditioning begins and is completed. OLH should not be used for work included in the base repair time.

Note: For steering wheel angle and/or front toe adjustment times, refer to labor code 8070012 and add the applicable times to regular labor hours. (This only applies to FWD vehicle LTGs)

Global Warranty Management (GWM) Sample Transaction Information

Submit a transaction into GWM with the information indicated below:

Repair Performed	T Type	Labor Operation	Base Labor Time	Additional Time (Adds)	Other Labor Time	Part Number(s)	Net Item Types
Transmission Oil Pump Replacement	ZREG	8465050	4.5	0.3	1.0	All Detailed Parts	As Appropriate

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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