



# Service Bulletin

## INFORMATION

**Subject:** Correct Selection of Labor Codes

**Models:** 2010-2014 GM Passenger Cars and Light Duty Trucks

*This bulletin is being revised to include the 2012-2014 model years and update the Labor Operation graphic. Please discard Corporate Bulletin Number 10-00-89-016 (Section 00 – General Information).*

### Selecting the correct labor code based on the repair procedure being used in SI

The selection of correct labor codes is important for accurate quality analysis of warranty claims and to ensure dealers and technicians are correctly compensated for the warranty repair time. This responsibility normally resides with the warranty administrator who reviews the comments of technicians and determines which labor code to assign to the warranty claim. Warranty administrators are well trained to find the correct labor code, but the process is very dependent upon how well the technician's comments are understood.

To simplify the selection of labor codes, a new enhancement to the Service Information (SI) is being made for the 2010 and newer model years that allows the technician to select the correct labor code based on the repair procedure being used in SI. A link has been established between repair procedures and the corresponding labor code and description. A couple of simple clicks from the service repair procedure will show the labor code, enabling the technician to add the labor code to the repair order. Once the correct labor code has been selected, the warranty administrator can quickly reference the labor time guide to determine the applicable time for the warranty claim.

### Viewing Codes

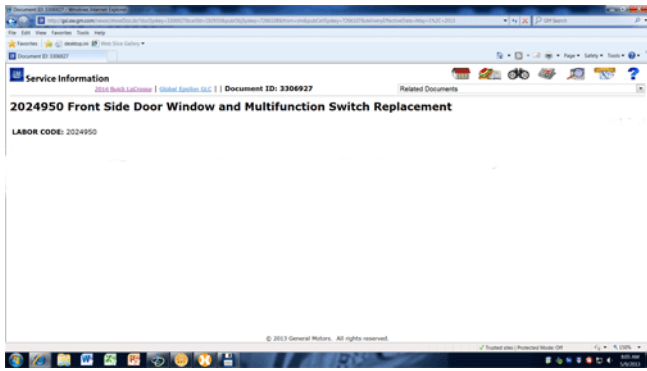
From the service repair procedure in SI, click the new link in the upper right corner. From the pull-down menu, click Global Labor Time Guide: "labor time description." Clicking this link will toggle to the corresponding labor time description and code.

Click the link in the upper-right corner to access the corresponding labor code.



To return to the service repair instructions, either click the back button or click the same pull-down menu in the upper right corner and select Service Manual - "repair procedure title."

Click the link in the upper-right corner to return to the repair procedure.



Technicians are encouraged to use this new enhancement to help simplify labor code selections and ensure that the correct code is chosen for the work performed.

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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