



Service Bulletin

WARRANTY ADMINISTRATION

Subject: Warranty Administration – Guidelines for Claiming 2020380 – Windshield Replacement

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

This bulletin is being revised to add 2010-2014 model years and update Labor Operation. Please discard Corporate Bulletin Number 05-08-48-001B (Section 08 – Body and Accessories).

The purpose of this bulletin is to provide retail and wholesale service personnel with guidelines for using the above subject labor operation.

In an effort to understand windshield replacements, the following two-phase approval process is being implemented. We feel this approach will allow GM to be responsive to repair decisions on vehicles over 10,000 mi (16,000 km), while providing you, our dealers, the empowerment to address customer needs on those cases requiring repairs early in the vehicle's life, under 10,000 mi (16,000 km).

Effective with repair order dated on or after September 1, 1997, dealers are to be guided by the following:

- Windshield replacement on vehicles under 10,000 mi (16,000 km) can only be made after service management inspection, review and approval. This approval must be noted on the repair order clearly identifying the defect and reason for replacement. This comment must be submitted in the comment field of the claim for engineering review.
- Windshield replacement on vehicles over 10,000 mi (16,000 km) can only be made after service management inspection, review and approval from the divisional service representative (District Manager - Customer Care and Service Process (DM-CCSP) in Canada). Vehicles may be required to be held for wholesale inspection. This approval must be noted on the repair order clearly identifying the defect and reason for replacement. This comment must be submitted in the comment field of the claim for engineering review. The claim will require wholesale authorization for payment.

Additional Requirements

- Windshield replacement must be held for the normal parts retention period and the defect should be clearly identified on the glass by means of tape and/o a grease pencil.
- *Windshield replacements with a non-GM part number are not eligible for warranty claim reimbursement or part price markup, except when a District Service Manager's (DM-CCSP in Canada) authorization is obtained. The dealer is to document on the repair order and inform the customer when any non-GM windshield is installed on the vehicle. Refer to the GM Policy and Procedures Manual, Article 1.5.20 for complete guidelines.*

Windshields damaged by normal wear, road hazards, vandalism, or other physical damage are not eligible for warranty coverage.

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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