



Service Bulletin

WARRANTY ADMINISTRATION

Subject: Warranty Administration – Changes in Powertrain Warranty Coverage Effective with 2010 Model Year

Models: 2010-2014 GM Passenger Cars and Trucks

Following a competitive assessment, effective with the 2010 Model Year and beyond, General Motors made changes to the 5 year/100,000 mile (160,000 km) Extended Powertrain Warranty Coverage. This assessment both added and removed certain components from this coverage. A review of transactions shows that many of the components that were removed from this coverage have in many cases continued to be replaced under policy as the result of confusion over proper coverage. An examination of the Powertrain Coverage Tables in the GM Labor Time Guide revealed that there were certain components that showed as “covered” in error. The Powertrain Coverage Tables will be updated in June 2013 to reflect the updated information.

As a general reminder, the following items were removed from Extended Powertrain coverage for 2010 and later vehicles. Service Agents in the U.S. should refer to the latest version of Bulletin Number 11-00-89-005 “Dealer Empowerment” for situations where the vehicle is out of warranty, and the dealer believes policy assistance would be appropriate. Service Agents in Canada should continue to refer to the Goodwill section on the Warranty Administration Homepage in GM Global Connect.

Components no longer included in the Extended Powertrain Warranty Coverage (2010-2014 Model Years)

- Throttle Body
- PCM
- Starter
- In Tank Fuel Pump (Gas)
- Fuel Injectors (Gas)
- Fuel Rail (Gas)
- Clutch & Pressure Plate
- TCM
- Wheel Bearings – All

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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