



Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 11-00-89-002B

Date: January, 2014

INFORMATION

Subject: GM Accessories – Dealer-Installed, Repaired or Replaced During Warranty Coverage Period

Models: 2010-2015 GM Passenger Cars and Trucks

This bulletin has been revised to update the LPO and ACO information and include the 2014-2015 model years. Please discard Corporate Bulletin Number 11-00-89-002A.

Important: Refer to **Labor Time Guide (LTG)** for a complete list of applicable “Installation” and “Repair” labor operations. In some cases, it will be necessary to use the closest-to labor operation.

To review accessory “Installation” and “Repair” labor operations, select the following categories from the LTG main menu: *General Information > Dealer Installed GM Accessories*.

Limited Production Option (LPO)

LPOs are accessories that are ordered at the time the vehicle order is completed.

Under the guidelines for GM Parts Warranties, all GM Accessories sold and permanently installed on a GM vehicle PRIOR to new vehicle delivery will be covered under the provisions of the New Vehicle Limited Warranty.

Labor operation 0590032 should be used to claim the time for installation of LPOs. Associated labor time for LPO installation can be found in the *Labor Time Guide > General Information > Pre-Delivery Inspection > PDI Adds*.

Accessory Catalog Offerings (ACO)

In the event GM Accessories are dealer installed either before or after new vehicle delivery, or are replaced under the new vehicle warranty, they will be covered (parts and labor) for the balance of the vehicle warranty, but in no event less than 12 months/unlimited miles (unlimited km).

For warranty repair after the New Vehicle Limited Warranty expires, but within the 12 months/unlimited miles (unlimited km) coverage, refer to claim type ZPTI guidelines.

A ZSET transaction should be submitted, in GWM, using the appropriate “Installation” labor operation, for all GM accessories installed by a dealer or Accessories Distributor Installer (ADI) AFTER new vehicle delivery. “Installation” labor operations are zero-time labor ops. The purpose of submitting claims for the “Installation” labor operation is to add the accessory to the vehicle build record. This information will help to determine the warranty coverage of the accessory.

When any dealer-installed GM Accessory is replaced during the new vehicle warranty coverage period, a “Repair” labor operation code should be used that correlates to that particular component.

“Repair” labor operations should be used when filing warranty claims against GM Accessories that were installed by a GM Dealer or an ADI. This includes GM Accessories that were ordered as ACOs, LPOs or purchased from an ADI.

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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