



File in Section: 07 - Transmission/Transaxle

Bulletin No.: 12-07-30-001D

Date: June, 2014

Service Bulletin

INFORMATION

- Subject:** Information for Service Agents Not Required to Contact Product Quality Center (PQC) for CNG, LPG or Gasoline Engine, Transmission and/or Transfer Case Replacement Authorization
- Models:** 2015 and Prior GM Passenger Cars and Light Duty Trucks Equipped with CNG, LPG or Gasoline Engine, Automatic or Manual Transmission and/or Transfer Case
- Attention:** This Bulletin information excludes vehicles equipped with an Allison transmission, specified vehicles equipped with a Duramax® diesel engine or any Powertrain/Drivetrain assembly that is currently on restriction. All Service Agents are still required to contact the PQC for Allison transmission replacement, specified vehicles equipped with a Duramax® diesel engine replacement and any current restrictions or exchanges.

This bulletin has been revised to change Repair Order to Job Card, change the form name from: Repair Estimate - Replacement Component Assembly Estimate Worksheet to: Cost Comparison Worksheet for Assembly Repair vs Replacement and add a section titled: Cost Comparison Worksheet for Assembly Repair vs Replacement on GlobalConnect (U.S.) including a graphic showing the form and its location on GlobalConnect. Please discard Corporate Bulletin Number 12-07-30-001C.

CNG, LPG or Gasoline Engine, Transmission and/or Transfer Case Replacement Process for Service Agents With Regional Empowerment Level

Beginning January 14, 2014, most Service Agents will no longer be required to contact the PQC for CNG, LPG or gasoline engine, transmission and/or transfer case replacement authorization.

Some Service Agents will still be required to contact the PQC for **ALL** engine, transmission and/or transfer case assembly replacement authorizations. Only those Service Agents that are required to contact the PQC, will be notified by a GlobalConnect message and by their regional representative.

Service Agents Not Required to Contact the PQC for CNG, LPG or Gasoline Engine, Transmission and/or Transfer Case Replacement Authorization

You are no longer required to contact the PQC **and** are not required to have a pre-authorization to either repair or replace an engine, transmission and/or transfer case. The Service Manager has the authority and the responsibility to make the decision regarding either repairing or replacing these assemblies.

It is still required that you examine both alternatives and make the best decision for the customer, while keeping expense management in-line. Your past performance has given you this additional empowerment within the Global Warranty Management system and your future performance will impact the retention of this enhanced empowerment.

It is required that all engine, transmission and/or transfer case assemblies with core charges are retained for 1 day after the Warranty Transaction has been paid. Components without core charges that have not been requested to be returned by the WPC must be retained as outlined in Service Policies and Procedure Manual Article 1.7.3. Any assembly that is replaced may need to be returned to the Warranty Parts Center for review.

Submitting Engine, Transmission and/or Transfer Case Transactions Into Global Warranty Management — Record Retention

Service Agents **MUST** complete all of the following Steps 1-5, in order to submit engine, transmission and/or transfer case warranty Transactions into GWM:

1. **Scan the completed Job Card and attach it to the Warranty Transaction in GWM.**

Notice: The Warranty Support Center requires that this action is performed on **EVERY** Warranty Transaction

2. **Scan the completed Repair Estimate: Replacement Component Assembly Estimate: worksheet of the Cost Comparison Worksheet for Assembly Repair vs Replacement and attach it to the Warranty Transaction in GWM.**
3. As applicable, insert the transmission flush code in the labor operation dependency field.
4. For engine, transmission and/or transfer case assembly replacements, document the serial numbers of **BOTH** the failed component being removed and the replacement component being installed.
5. Submit the Warranty Transaction with the appropriate authorization code, if required: **As an example: (A / E / P)**

Record Retention

Service Agents are required to retain the completed Cost Comparison Worksheet for Assembly Repair vs Replacement. Attach the completed Cost Comparison Worksheet for Assembly Repair vs Replacement to the Job Card, document the transmission flush code and Calibration Verification Number as applicable. Retain **all** documentation in the Service Agent Vehicle Service History File.

Retrieving Calibration Verification Numbers

For information regarding retrieving the Calibration Verification Numbers (CVN) and associated parameters, refer to the latest version of the appropriate following Corporate Bulletin:


- #08-06-04-006: Information for Identifying Non-GM ECM Calibration Use and Power-up Hardware Detection in Duramax® Diesel Engines - Photograph Tech 2® Calibration IDs, Calibration Verification Numbers (CVNs) and Transmission Data Screen
- #09-06-04-026: Identifying Non-GM (Aftermarket) Engine and Transmission Calibrations for V6 and V8 Gasoline Engines Using Tech 2® or Global Diagnostic System 2 (GDS 2)
- #14-06-04-003: Identifying Non-GM ECM Calibration Use and Power-up Hardware Detection in Duramax® Diesel Engines Using GDS 2

Cost Comparison Worksheet for Assembly Repair vs Replacement On GlobalConnect (U.S.)

Transmission/Transaxle


Bulletin: Information for Dealers Not Required to Contact Product Quality Center for Driveline (Transmission and Transfer Case) Replacement

Bulletin Number [12-07-30-001D](#)
[11-00-89-005G](#)

Form(s)  [Cost Comparison Worksheet for Assembly Repair vs Replacement - This file can be saved to your PC. It is macro enabled to add the data entered into the Estimate Forms & will function with Microsoft Excel.](#)
[Cost Comparison Worksheet for Assembly Repair vs Replacement - This file can be saved to your PC & the forms can be printed then filled out.](#)

Bulletin: Information for Dealers Required to Contact Product Quality Center for Driveline (Transmission and Transfer Case) Replacement

Bulletin Number [02-07-30-029W](#)

Form(s)  [Cost Comparison Worksheet for Assembly Repair vs Replacement - This file can be saved to your PC. It is macro enabled to add the data entered into the Estimate Forms & will function with Microsoft Excel.](#)
[Cost Comparison Worksheet for Assembly Repair vs Replacement - This file can be saved to your PC & the forms can be printed then filled out.](#)

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Notice:

- To access the Cost Comparison Worksheet for Assembly Repair vs Replacement, Go to > GlobalConnect > Service Forms > Transmission/Transaxle > Bulletin 12-07-30-001 > Cost Comparison Worksheet for Assembly Repair vs Replacement.
- To access the Cost Comparison Worksheet for Assembly Repair vs Replacement, Go to > GlobalConnect > Service Forms > Engine/ Propulsion System > Bulletin 12-07-30-001 > Cost Comparison Worksheet for Assembly Repair vs Replacement.
- In Canada, Go to > GlobalConnect > Library > Service > Warranty Administration > Warranty Administration Home Page > Column Labeled Warranty Administration > Forms > Cost Comparison Worksheet for Assembly Repair vs Replacement.

The Cost Comparison Worksheet for Assembly Repair vs Replacement includes the following assembly categories:

- Gas Engine Form
- Diesel Engine Form
- Automatic Transmission Form
- Manual Transmission Form
- Transfer Case PTU Form

Each assembly category form has an integrated Repair Estimate: Replacement Component Assembly Estimate: worksheet that **MUST** be completed.

- To access this form in the United States, go to GlobalConnect > Service Workbench > Service Forms > Transmission/Transaxle > select and download either of the two available forms.
- To access this form in Canada, go to GlobalConnect > Library > Service > Warranty Administration > Warranty Administration Home Page > Column Labeled Warranty Administration > Forms > select and download either of the two available forms.

All Service Agents Are Still Required to Call the PQC for an Assembly Replacement Authorization for These Components

Notice: As a reminder, all Service Agents are still required to call the PQC for an assembly replacement authorization for the following components:

- Current parts restriction on the Allison transmission.
- Current parts restriction on the Duramax® diesel engine for the following vehicles:
 - Model Year 2010 Chevrolet Express Equipped with RPO LGH.
 - Model Year 2010 GMC Savana Equipped with RPO LGH.
 - Model Year 2011-2014 All Vehicles Equipped with RPO LGH or LML.
- Any component listed in a current parts restriction.
- A current assembly exchange program.

The service department personnel should be prepared to provide diagnostic information.

Returning an Assembly

Notice: Service Agents may be requested to return the assembly to the Warranty Parts Center for inspection. Failure to perform the following procedures may result in a debit for the repair.

When returning an assembly the following **MUST BE ATTACHED** to the return shipping container as indicated by the instructions supplied with the new assembly:

- A legible copy of the Job Card containing the serial number of **BOTH** the failed assembly being returned and the replacement assembly being installed.
- Document the transmission flush code (as applicable).
- A completed Calibration Verification Number (as applicable).
- A completed Cost Comparison Worksheet for Assembly Repair vs Replacement for the assembly category.
- All fluids **MUST** be drained and proper packaging procedures followed.
- If an engine assembly is being returned, the oil filter **MUST** be drained of oil, properly packaged and secured in a plastic bag and attached to the engine assembly.

Service Agents Working With PCC (United States Only)

Service Agents that are working with the PCC to reimburse Independent Service Centers (ISC), **must** continue to follow the existing processes.

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