



Service Bulletin

File in Section: 08 - Body and Accessories

Bulletin No.: 05-08-48-001D

Date: February, 2014

WARRANTY ADMINISTRATION

Subject: Guidelines for Claiming 2020380 – Windshield Replacement

Models: 2015 and Prior GM Passenger Cars and Light Duty Trucks

This bulletin has been revised to add the 2015 model year and to announce that the authorization requirements have changed for U.S. dealers. Please discard Corporate Bulletin Number 05-08-48-001C.

U.S. Dealers: General Motors policy regarding Service Agent empowerment for the authorization windshield replacements has changed per the 2013 2nd edition Service Policy and Procedures manual. Please review 1.6.2.15 - Service Management Approvals and Transaction Authorizations.

Canadian Dealers: Refer to the GM of Canada Service Policy and Procedures manual 1.6.2 – Job Card Documentation.

The Following Requirements Continue

- 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/or 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 Manager Aftersales (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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