



Service Bulletin

File in Section: 00 - General Information

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Date: July, 2014

WARRANTY ADMINISTRATION

Subject: Warranty Administration - Changes to Service Policy and Procedures Section 1.6.2.11 – Technician Identification and Accounting of Labor Time (U.S. Only)

Models: 2015 and Prior GM Passenger Cars and Trucks

Attention: Dealers in Canada should refer to the GM Canada Service Policies and Procedures Manual Section 1.6.2 (i).

The following changes to Service Policy and Procedures are effective on July 1, 2014. This Warranty Administration letter supersedes Section 1.6.2.11 until release of the 2014 manual, expected to be in August. The next edition will incorporate the changes listed below.

Requirements for the accounting of labour time are changing to address dealer concerns related to complexity and shop efficiency when complying with current policies. Dealers are allowed 45 days to become compliant with these new procedures.

Technician Time Accounting

Current Requirement:

All **customer pay, warranty, policy and internal** job card time must be accountable through the technician's time and payroll records. All technician payroll records must reflect the actual time and date the vehicle was serviced

New Requirement:

All **warranty and policy repair time** must be documented on the technician's time ticket for each job card. This includes job card number and technician ID, along with the actual date and start and stop time(s) of repair(s) performed. Customer pay and internal repairs no longer require time documentation.

The technician must document the actual date, start/stop times, technician ID, job card number, by job card line for the following circumstances:

1. Any additional customer concerns added to the job card ("add-ons") after initial job card write up. (Reference Article 1.6.2.14, Additional Customer Concerns for additional information)
2. Any other labor hours require a separate on/off time stamp (Reference Article 1.6.2.13, Labor Times for additional information). **This policy is unchanged.**
3. Any additional diagnostic time (Reference Article 1.6.2.13 Labor Times for additional information). **This policy is unchanged..**

Process to ensure compliance to new requirements:

- Job Card must be dispatched to technician prior to any time being punched by technician.
- Technician will then punch on their time ticket at the beginning of the actual repair for each warranty/policy job card.
- Technician punches off time ticket at the end of the repair completion or break during repair.
- Should an additional warranty or policy customer concern be added to the job card, technician will clock on, and off that repair line.
- This process continues for each warranty/policy repair throughout the day.
- Follow existing procedures for other labor hours and additional diagnostic time requests.

Multiple Vehicle Repairs

When multiple vehicles require reprogramming, service update bulletins, and field actions involving inspections only, the technician is not required to punch on/off time tickets by job card line.

The requirements for technicians to punch on/off time tickets will be waived as long as the following criteria are met:

- The field action is for reprogramming and inspection only.
- A list of affected VINs must be printed from open recall report located in GlobalConnect showing the units that are involved in the same recall or bulletin. Complete the necessary inspection/repair(s) as directed by the applicable bulletin.
- A job card must be created for each VIN. Attach the open recall VIN list to each job cards and retain the records for a minimum of 24 months from job card completion date (per Article 1.6.3).
- Repairing technician must be identified on each job card involved.

In addition to this change, added operations for recalls are now exempt from the Service Management authorization requirement. The customer must always be notified of the need for, and approve of, all added on repairs including recalls.

Technicians are not to be clocked onto multiple repair lines at the same time when performing warranty or policy repairs other than the situations described above.

Brand Maintenance Programs

Technicians who exclusively perform oil changes/tire rotations and MPI services are not required to punch on/off tickets by job card line. The technician must be identified on the repair. If a technician who performs

these services also performs a warranty or policy repair they must clock on and off by job card line for that repair as a regular technician would.

Multiple/Lateral Technicians

When multiple technicians are working on the same vehicle, all warranty and policy repair time must be noted on each technicians time ticket by job card line. This includes the job card number and technician ID, along with the actual date and start and stop time(s) of repair(s) performed.

