



# Service Bulletin

File in Section: 08 - Body and Accessories

Bulletin No.: 08-08-44-029D

Date: January, 2014

## INFORMATION

**Subject:** Updated Warranty and Goodwill Exchange Program for Electronic Products (U.S. and Canada Only)

**Models:** 2014 and Prior GM Passenger Cars and Trucks

**This bulletin has been revised to add the 2014 model year and update the Electronic Service Center information. Please discard Corporate Bulletin Number 08-08-44-029C.**

The following electronic products are serviced by this program:

- Radios
- CD Players
- DVD Players
- Night Vision Cameras
- Heads-Up Displays
- Infotainment Systems
- OnStar<sup>®\*</sup>
- XM Radios
- Navigation Systems
- Instrument and Display Units
- ICS (Infotainment Center Stack)
- RCA (Radio Control Assembly)
- HMI (Human Machine Interface)
- Battery (Volt and eAssist)

\*Certain generations of OnStar VCIMs are on a parts restriction program. Refer to the latest version of Corporate Bulletin Number 03-08-46-004.

The following steps should be taken by a Dealer when one of the above electronic parts requires replacement under warranty or a goodwill policy.

1. Determine the correct part number of the defective unit. This can be done by using the Scan Tool (Tech 2 or GDS) or removing the unit for inspection. The part number should NOT be obtained from the GM Parts Catalog, but should always be off the unit.
2. The dealer should then verify the Part Number is not under restriction per PIT4911. If the P/N is not listed in the PI contact an authorized Electronic Service Center (ESC) (ESC locations provided below) for a pre-exchange warranty unit.

3. If the warranty exchange part number is listed in PIT4911, only U.S. dealers should contact the Technical Assistance Center (TAC) for authorization to obtain a replacement Nav radio. TAC will provide a case number to the dealer. The dealer will contact an authorized ESC with the TAC case number to place the order. Refer to PI PIT4911.

**Note:** The ESC will not accept any warranty exchange order for parts listed in PIT4911 without a TAC case number. Please have all required information available per PIT4911 when contacting TAC for an exchange unit.

If the Navigation disc is damaged, or cannot be removed, the dealer must also call the Navigation Disc Center for a replacement disc. Refer to the latest version of Corporate Bulletin Number 05-08-44-024. Both radios and discs can be shipped overnight to the dealer upon request. The Navigation Disc Center can be reached at 1-877-NAV-DISC (1-877-628-3472).

After installation of the replacement unit, the defective core must be returned to the appropriate ESC within 30 days of the original shipment date, using the enclosed prepaid shipping label. Failure to do so will result in a charge by GMCC&A parts to your dealer open account at the Dealer List Price. These charges are non-refundable.

**Note:** A copy of the Repair Order is required to be included in all core returns.

Electronic Service Center Locations – U.S.
<p>AER Technologies 650 Columbia Street Brea, CA 92821 Phone: (714) 871-7357 or (800) 321-6970 Fax: (714) 446-6105</p>
<p>AJR International, Inc 300 Regency Dr. Glendale Heights, IL 60139 Phone: (630) 832-0222 or (800) 232-3965 Fax: (630) 832-0333</p>
<p>Instrument Sales &amp; Service 7051 South 234th St. Kent, WA 98032 Ph. #253-796-5400 or 800-666-5469 Fax #253-893-0314</p>
<p>Model Electronics** 615 East Crescent Ave. Ramsey, NJ 07446 Phone: (201) 961-6200 or (800) 433-9657 Fax: (201) 961-6282</p>
<p>SPECMO, Enterprises 1200 E. Avis Madison Heights, MI 48071 Phone: (248) 307-2570 or (800) 545-7910 Fax: (248) 307-2571</p>
<p>Techni-Car, Inc. 450 Commerce Blvd. Oldsmar, FL 34677 Phone: (813) 855-0022 or (800) 886-0022 Fax: (813) 855-2101</p>
<p>ISS 2833 Eisenhower Street Suite 112 Carrollton, TX 75007 Phone: (972) 466-6200 or (800) 336-3998 Fax: (972) 466-0283</p>

Electronic Service Centre Locations – Canada
<p>York Electronics Ltd. (Calgary Location) #5, 1430 - 28th St. N.E. Calgary, AB T2A 7W6 Phone: (403) 207-0202 or (800) 361-2894 Fax: (403) 207-0524 or (800) 361-5396</p>
<p>York Electronics 2010 Ltd. (Oshawa Location) 1101 Wentworth St. W., Unit D2 Oshawa, ON L1J 8P7 Phone: (905) 743-0331 or (888) 650-9675 (Bilingual) Fax: (905) 743 1027 or (888) 650-9677</p>

**Note:** For Canadian dealers, York Electronics also handles the GM OnStar® program and the Night Vision program.

\*ISS handles the GM OnStar® program exclusively.

\*\*Model Electronics handles the Night Vision program exclusively.

