



Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 09-00-89-016E

Date: October, 2016

WARRANTY ADMINISTRATION

Subject: Labor Operation 0600014 – Suspected Tampering or Vehicle Modifications

Models: 2017 and Prior GM Passenger Cars and Trucks

Attention: This Bulletin also applies to any of the above models that may be Export from North America vehicles.

**This Bulletin has been revised to add the 2017 Model Year and update the information.
Please discard Corporate Bulletin Number 09-00-89-016D.**

The purpose of this warranty administration bulletin is to provide retail and wholesale service personnel with the policies/procedures and the warranty claims submission procedures that support the suspicion of tampering to a vehicle's electrical, chassis/body or propulsion system.

Labor Operation 0600014 – Suspected Tampering

Labor operation 0600014, *Documentation of Vehicle Tampering or Non-GM Vehicle Modifications* can be used to reimburse the dealership for the time used to identify and document customer concerns that the dealership has determined are the result of tampering or non-GM vehicle modifications to a vehicle.

Tampering is defined as causing intentional modification to a vehicle or vehicle components and is not covered under the terms of the GM New Vehicle Limited Warranty.

Tampering can include, but is not limited to:

- inducing an electrical component and/or system failures
- disconnecting wires or connectors
- intentional contamination of fluids

Non-GM vehicle modifications include, but are not limited to:

- installation of non-GM accessories
- installation of suspension lowering or lift kits
- installation of aftermarket tires and/or wheels
- installation of “power-up chip” and/or non-GM control module calibrations.

The new 0600014 labor operation is to be used to reimburse the dealership for identifying and documenting tampering or non-GM vehicle modifications. If tampering and/or non-GM vehicle modifications are suspected as the root cause for a customer's concerns, please follow the guidelines below:

- When the 0600014 labor operation is used, thoroughly document your findings on the job card to support the use of the 0600014 labor operation. All straight time must be documented and authorized by Service Management.
- The 0600014 labor operation can be used independently.
- The job card must document accurate and detailed facts supporting the condition and cause. Attach to the transaction any supporting photographs or applicable documentation.
- U.S. Dealers: Notify the Fixed Operations Manager (FOM) of the situation.
- Canadian Dealers: Notify the District Manager - Customer Care and Service Process (DM-CCSP) of the situation.

If the dealership management in concert with the FOM/DM-CCSP decides, in the interest of customer satisfaction, to perform repairs related to tampering or non-GM vehicle modifications, the repair order must clearly document that the work performed is not being done to correct a warrantable defect in material or workmanship. Transactions should be submitted using the appropriate repair labor operation and the dealer must check the Customer Enthusiasm indicator in Global Warranty Management.

Dealer Service Management must be involved in any situation that would justify the use of labor operation 0600014 and all claims will have to be submitted with “Request for GM Authorization” routed to the Warranty Support Center (WSC) or District Manager - Customer Care and Service Process (DM-CCSP) in Canada.

With the proper documentation, and with the assistance of your Zone Team members, it may be appropriate to initiate the Warranty Block procedures outlined in the GM Service Policy & Procedures Manual.

Global Warranty Management (GWM) Example

| Repair Performed | Part Count | Part No. | CC | Labor Op | Labor Hours |
|---------------------|------------|----------|-----|----------|-------------|
| Suspected Tampering | 0 | — | 090 | 0600014 | 0.2 |

