



Service Bulletin

WARRANTY ADMINISTRATION

Subject: Warranty Information – Causal Part Requirements for Transactions Submitted to GM for Payment

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick Cadillac Chevrolet GMC	GM Passenger Cars and Trucks	2008	2018				

GM Engineering and Quality resources uses the information provided in a warranty transaction to evaluate the quality of our product and to choose how to properly allocate resources to improve quality. It is important that GM be able to understand the vehicle issues and repairs so the needs can be prioritized appropriately. With clear and complete warranty information, the correct resources can be assigned to the most important issues to ensure the problems do not continue. The causal part information entered on warranty transactions are an important part of that process.

Causal Part Identification on the Transaction

The causal part is defined as the part that caused the need for the repair. If any parts are billed out on a transaction, the dealership is required to identify a causal part. Misidentification of the causal part on the warranty transaction can hinder the resolution of the product concern by General Motors.

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Line Number	Causal Part	Part Quantity	Part Number	Cost Per Part	Svc Agent Trade	Non-GM Part	Serial Number	
1	<input type="radio"/>	<input type="text" value="1"/>	<input type="text" value="1234567"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="button" value="+"/>
2	<input checked="" type="radio"/>	<input type="text" value="1"/>	<input type="text" value="2345678"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="button" value="+"/>
3	<input type="radio"/>	<input type="text" value="3"/>	<input type="text" value="4443333"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="button" value="+"/>
4	<input type="radio"/>	<input type="text" value="1"/>	<input type="text" value="3456789"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="button" value="+"/>

The dealership should select the “Causal Part” indicator next to the specific part number of the causal part submitted.

DO NOT select the Causal Part indicator of the first part entered, the most expensive part, or the only part listed on a transaction if that part was not the part which caused the need for the repair. Only select the indicator next to a part if the failure of that part caused the need for the repair.

If the part which caused the need for the repair is not one of the parts that are billed out on the job card and submitted on the transaction, the dealership should identify the GM part number of the causal part and enter it in the Causal Part Number field:

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Line Number	Causal Part	Part Quantity	Part Number	Cost Per Part	Svc Agent Trade	Non-GM Part	Serial Number
1	<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Causal Part Number: If no causal part number available, please enter description:

Entering in the “Causal Part Number” in this field will not bill the part out on the transaction. If no part number is available for the specific part which caused the failure, a description can be entered in the free flow text field.

Examples

- It is very important that GM be able to tell the difference between a decal or emblem that is replaced because it had to be removed to complete a paint repair, and a situation where a defective decal or emblem was replaced which resulted in the need for a paint repair. In the scenario where a decal/emblem is replaced as a result of paint repairs due to a defect in the paint, the decal/emblem should not be identified as a causal part. Rather, the dealership should identify the part number of the panel which was repainted and enter that in the “Causal Part Number” field. If multiple panels are repainted, the dealership may use their best judgment to enter in the panel part number with the highest severity of paint defect.
- The dealer performs a corrosion repair to the rear quarter panel of a vehicle, which includes replacing an emblem on the affected area.
 - Do this:** Submit the rear quarter panel part number as the causal part. The corroded quarter panel caused the need for repair.
 - Don't do this:** Submit the emblem as the causal part. The emblem did not cause the corrosion concern.
- An out of position sun roof seal causes water damage to the headliner. It is important to know that the seal, even if not replaced, was the reason the headliner was replaced. In this example, the part number for the sun roof seal would be entered in the “Causal Part Number” field. The causal part indicators next to the part(s) claimed on the transaction would be left blank.

Note: For U.S. Dealers only. Make sure that the labor operation selected corresponds with the causal part. When the causal part identified on a transaction does not match the labor operation used in the transaction, an error code 68 (Causal Part # is not a Compatible Part for Labor Code xxxxxx) will display in Global Warranty Management.

When there are no parts replaced and submitted on the transaction, the cause of the failure should be identified in the free-flow “Cause” comments field in the three C’s (Complaint/Cause/Correction) portion of the transaction.

Thank you for your attention to providing correct causal part information to General Motors. If you have questions regarding this information, please consult your Field Warranty Manager or the Dealer Business Center.

Version	2
Modified	Jan. 26, 2017 – including the causal part information under Examples.

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.

