



Service Bulletin

INFORMATION

Subject: PQC Assembly Replacement Process – Dealers Required to Contact PQC Prior to Replacing an Assembly

Models: 2010-2018 GM Passenger Cars and Light Duty Trucks (U.S. and Canada Only)
Equipped with CNG, LPG or Gasoline Engine, Duramax® Diesel Engine, Automatic or Manual Transmission, Including Front Wheel Drive and Rear Wheel Drive Vehicles

Attention: All dealers are required to complete and retain the Cost Comparison Worksheet when replacing assemblies. Forms are web-based which allow dealers who are required to contact the PQC to email the completed Cost Comparison Worksheets. The Forms are located in the “Service Forms” section of GlobalConnect.

Determining Whether to Contact PQC

Service Agents that are required to contact the PQC prior to engine or transmission assembly replacement authorization will be notified by email from “NoReply_MyGlobalConnect@gm.com” and/or their Regional Representative.

Global Warranty Management (GWM) will identify associated Labor Operations that require PQC contact on the “Items Not Allowed” tab under Analyze Warranty/View Service Agent Profile. Scroll to the right to view effective dates for the following labor operations:

- 4067470 - Partial Engine Replacement
- 4067490 - Engine Replacement
- 4067510 - Engine Assembly Replacement
- 8464670 - Transmission Replacement
- 8441780 - Transmission Replacement

If Service Agents have any questions concerning why they are required to call the PQC for assembly replacement authorization they should contact their District Manager Aftersales (DMA), in Canada the District Manager-Customer Care and Service Process (DM-CCSP).

Service Agents that are required to contact the PQC, must do so **prior** to any assembly replacement and **before** submitting the above Labor Operations in GWM.

Part Restriction and Exchange Programs

Important: ALL Service Agents are required to contact the PQC for any assemblies currently on restriction (such as select Alison transmissions and Duramax® diesel engines) or part of an exchange program.

Customer Satisfaction

There may be situations where an assembly can be repaired, but due to customer satisfaction reasons an assembly replacement should be considered. In these cases dealer service management must receive pre-approval by their DMA, in Canada the DM-CCSP.

Service Agents required to contact the PQC must be prepared to provide diagnostic information as well as a completed repair/replacement estimate portion of the Cost Comparison Worksheet for Assembly Repair vs Replacement. Service Agents required to contact the PQC, must advise the PQC when the DMA, in Canada the DM-CCSP or the Brand Quality Manager (BQM) authorizes the replacement of an engine or transmission assembly for Customer Enthusiasm purposes vs repair.

Service Agents Working With PCC (United States Only)

All Service Agents that are working with the PCC to reimburse Independent Service Centers (ISC) must continue to follow the existing PCC processes.

PQC Process

If diagnosis performed by the Service Department Personnel indicates a need for an engine or transmission assembly replacement, then Service Agents currently required to contact/call the PQC must perform the following actions **prior** to replacement and **before** contacting the PQC:

1. Document on the shop copy of the job card the cause including any diagnostic trouble codes (DTCs), symptoms, Scan Tool Snapshots and any other useful information observed and recorded by the technician.
2. Complete the Calibration Verification Number process as outlined in the latest version of:
 - Corporate Bulletin #14-06-04-003: Identifying Non-GM ECM Calibration Use and Power-up Hardware Detection in Duramax® Diesel Engines Using GDS 2
 - Corporate Bulletin #08-06-04-006 for Duramax® Diesel Engines
 - Corporate Bulletin #09-06-04-026 for Gasoline Engines/Transmissions
3. If an engine “noise” is involved, the technician should attempt to capture that noise PRIOR to disassembling the engine, on a 30 second Sound File to provide to the PQC documenting the engine noise.
4. Complete the Cost Comparison Worksheet for Assembly Repair vs Replacement Form for the appropriate assembly category (Gas/Diesel, Automatic Transmission, Manual Transmission). Accurate repair vs replacement cost estimates (include the markups) are **ESSENTIAL** in order to eliminate a second call to the PQC.
5. Anytime a Service Agent that is required to contact the PQC has determined that an engine or transmission cannot be repaired, or that replacement cost is less than repair cost, the Service Agent must email the PQC at: PQC@gm.com (two hours prior to contacting the PQC) and include:
 - An explanation why an assembly replacement is necessary.
 - The completed Cost Comparison Worksheet. Follow the steps listed in the form under “Submit to PQC Instructions” to download the completed form and attach it to your email.
 - Picture attachments (.jpg files) showing the point of failure (not required for assemblies on part restriction or part of an exchange program).
 - Any engine noise sound files captured as part of Step 3 (not required for assemblies on part restriction or part of an exchange program).

Contacting/Calling PQC

Notice: Call the PQC at 1-866-654-7654 or email the PQC at: PQC@gm.com PRIOR to replacing the assembly.

- Have the job card number, VIN and the Service Agent BAC code ready when calling the PQC along with a detailed Customer Concern.
- If the assembly replacement **is not** agreed to, then proceed with repair of the assembly. If agreement on repairs cannot be reached, contact the DMA, in Canada the DM-CCSP for a final review of the case.
- If the engine or transmission assembly replacement **is** agreed to based on information provided by the dealer service personnel, then proceed with the replacement. Be sure to include the PQC case number and to record the serial numbers of **both** the failed component being removed and the replacement component being installed.
- Once a determination to repair or replace has been made, further calls to the PQC are not necessary.

The transaction can be submitted when ready. Service Agents should not contact PQC to create a Pre-Authorization, as this is no longer part of the PQC Process. For details on how to submit transactions, see the section titled: Global Warranty Management Transaction Submission — Record Retention — Assembly Return, in this Bulletin.

Global Warranty Management Transaction Submission — Record Retention — Assembly Return

Submitting Engine or Transmission Transactions into Global Warranty Management

Service Agents **must** complete all of the following Steps 1-6, in order to submit engine or transmission assembly replacement transactions.

1. Scan the shop copy of the job card and attach it to the transaction in GWM.
2. Scan the completed Repair/Replacement Component Assembly Estimate portion worksheet and attach it to the transaction in GWM.
3. When applicable enter the transmission flush code in the “Flush Code” field of the transaction.
4. Enter the serial number of the new assembly into the “**Serial Number**” field which will appear in the “**Parts Section**” of the transaction.
5. Enter the serial number of the failed assembly into the “**Correction**” field.
6. Route for GM authorization (H route) all engine or transmission assembly replacement transactions.

Important: Agreement from TAC or PQC (based on the information provided by the Dealer Service Personnel) with the dealer's assessment to replace an assembly does not constitute final determination that the transaction meets all of the requirements of the GM Policy and Procedure Manual relating to claim submission and payment. General Motors reserves the right to audit the transaction, consistent with applicable law, to ensure compliance with applicable Policies and Procedures.

Known Product Issues and DMA, DM-CCSP or Brand Quality Manager Authorizations

A situation may arise when a Service Agent contacts the PQC and is subsequently transferred to the Technical Assistance Center (TAC) and then advised that the condition being reported by the Service Agent is a known product issue.

Also, there are instances when the DMA, in Canada the DM-CCSP or the BQM may have authorized the replacement of the major assembly. In these situations, the Service Agent may be advised that a replacement assembly is the only way to resolve the issue.

In either of these scenarios, the dealer should document the Replacement Component Assembly Estimate section of the Cost Comparison Worksheet for Assembly Repair vs Replacement in the following manner:

1. Enter the TAC case number and recommendation received from TAC.
2. In the case of DMA/DM-CCSP or BQM authorization, enter the name of the GM Representative and nature of the authorization.
3. Complete only the Replacement Component Assembly Estimate section. Enter the entire cost to replace the assembly in this section.
4. Attach a scanned version of the Cost Comparison Worksheet for Assembly Repair vs Replacement to the transaction.

Record Retention

All Service Agents are required to retain the completed Cost Comparison Worksheet for Assembly Repair vs Replacement. Attach the worksheet to the job card.

On the job card, document the serial number of **both** the failed assembly being removed and the replacement assembly being installed and transmission flush code as applicable.

If applicable, attach the completed Calibration Verification Number (CVN) to the job card and place it in the Service Agent vehicle service history file.

Returning an Assembly to the Warranty Parts Center

Service Agents may be requested to return the assembly to the Warranty Parts Center for inspection. Failure to perform the following procedures may result in a debit for the repair.

When returning an assembly the following **must be attached** to the return shipping container as indicated by the instructions supplied with the new assembly:

1. A legible copy of the shop copy of the job card (showing technician comments) containing the serial number of **BOTH** the failed assembly being returned and the replacement assembly being installed.
2. Document the transmission flush code (as applicable).
3. A completed Calibration Verification Number (as applicable).
4. A completed Cost Comparison Worksheet for Assembly Repair vs Replacement.

When returning an engine or transmission for review, clearly mark or circle with a paint pen the area of concern on the part such as a leak, crack, premature wear or defect.

All fluids **must** be drained prior to shipping. If an engine assembly is being returned, the oil filter **must** be drained of oil, properly packaged and secured in a plastic bag and attached to the engine assembly.

Securely strap the engine to the crate or transmission in the cocoon when straps are provided to prevent damage during shipment.

Version Information

Version	2
Modified	<p>October 7, 2016 — Changes made to #02-07-30-029Z to create 16-NA-338 Version 1: The Bulletin was revised to update the information and the GlobalConnect Service Forms graphic.</p> <p>February 21, 2017 — Changes made to create 16-NA-338 Version 2: The Bulletin was revised to remove the Supersede statement, the Service Agent Notification section, the Table of Contents, the Transfer Case information, the GlobalConnect Service Forms graphic and the Submit to PQC Instructions section. Then update the information and add a Version Information section.</p>

Trademark Footnotes

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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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