



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-338

Date: March, 2018

INFORMATION

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

Models: 2010-2019 GM Passenger Cars and Light Duty Trucks (U.S. and Canada Only) Equipped with CNG, LPG, Gasoline or Diesel Engine, Automatic or Manual Transmission, Front Wheel Drive or Rear Wheel Drive

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

Notice:

- **Dealers 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.**
- **Dealers with any questions concerning why they are required to call the PQC for assembly replacement authorization should contact their Field Warranty Manager (FWM), in Canada the District Manager-Customer Care and Service Process (DM-CCSP) — hereafter called the GM Representative.**
- **Dealers that are required to contact the PQC, must do so prior to any assembly replacement and before submitting any of the following Labor Operations in GWM.**

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

Part Restriction and Exchange Programs

Important: ALL Dealers are required to contact the PQC for any assemblies currently on restriction such as select transmissions, gasoline and diesel engines or assemblies that are 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 from their GM Representative. Proceed as follows:

- **U.S. Dealers:** Dealers normally required to call PQC must contact their GM Representative to receive pre-approval for the assembly replacement in cases of assembly replacement for Customer Satisfaction reasons. Dealers must be prepared to provide their GM Representative with diagnostic information as well as a completed repair/replacement estimate portion of the Cost Comparison Worksheet for Assembly Repair vs Replacement. **DO NOT** contact PQC for assembly replacement for customer satisfaction reasons.
- **Canadian Dealers:** Dealers normally required to call PQC must contact their GM Representative to receive pre-approval for the assembly replacement for Customer Satisfaction reasons. Dealers 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. Dealers must advise the PQC when their GM Representative authorizes the replacement of an engine or transmission assembly for Customer Enthusiasm purposes vs repair.

Dealers Working With PCC (United States Only)

All Dealers 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 Dealers 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 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 Dealer 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 Dealer 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 Dealer 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 GM Representative 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. Dealers 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

Dealers **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 GM Representative Authorization

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

Also, there are instances when the GM Representative or the BQM may have authorized the replacement of the major assembly. In these situations, the Dealer may be advised that a replacement assembly is the only way to resolve the issue.

In either of the preceding 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:

- **U.S. Dealers:** In cases where the GM Representative authorized the replacement of the major assembly, Dealer Service Management must contact their GM Representative (**Not PQC**) to receive pre-approval for the assembly replacement. Dealers required to contact the PQC, must be prepared to provide their GM Representative with diagnostic information as well as a completed repair/replacement estimate portion of the Cost Comparison Worksheet for Assembly Repair vs Replacement. **DO NOT** contact PQC for assembly replacement authorized by a GM Representative.
- **Canadian Dealers:** Perform the following actions:
 1. Enter the TAC case number and recommendation received from TAC.
 2. In the case of a GM Representative authorization, enter the name of the appropriate individual and the nature of their 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 Dealers are required to retain the completed Cost Comparison Worksheet for Assembly Repair vs Replacement.

- Attach the Cost Comparison 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 Dealership vehicle service history file.

Assembly Return

Dealers 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, include all of the parts related to the failure. The engine 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 the transmission within the cocoon when straps are provided in order to prevent damage during shipment.

Version Information

Version	3
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> <p>February 27, 2018 — Changes made to create 16-NA-338 Version 3: The Bulletin was revised to add the 2019 Model Year, make the Subject concise and to clarify certain portions of the text and to change District Manager Aftersales (DMA) to Field Warranty Manager (FWM) in the second bullet of first Notice.</p>

Trademark Footnotes

Duramax™ is a Trademark of General Motors LLC

Duramax® is a Registered Trademark of General Motors LLC (United States)

