



# Service Bulletin

Bulletin No.: 16-NA-338

Date: October, 2019

## WARRANTY ADMINISTRATION

**Subject:** Engine and Transmission Assembly Replacement and PQC Process

**Models:** 2005-2020 GM Passenger Cars and Light Duty Trucks (U.S. and Canada Only)

### Product Quality Center (PQC) Contact Information

- **Hours of Operation:** Monday – Friday from 9:00 AM – 7:00 PM Eastern Time.
- **Email:** [PQC@gm.com](mailto:PQC@gm.com).
- **Phone:** 1-866-654-7654
- **Dealer Case Management (DCM):** Dealers in the U.S. are required to create their PQC case through GlobalConnect Dealer Case Management. From the DCM home page, click on "New PQC Case" found on the Technical Assistance tab. Once the Case is created, the Dealer can contact the PQC by phone if needed.

### Engine and Transmission Warranty Assembly Replacement Policies Applicable to All Dealers

- **Repair vs. Replace:** Per GM Service Policies and Procedures, dealers are to perform the most cost economical repair when considering assembly repair or replacement. Technicians must document on the shop copy of the job card any verified symptoms, the cause of failure and any DTCs.
  - Non-PQC restricted dealers see section "Dealers not Required to Contact the PQC" below for additional details.
  - PQC restricted dealers see section "Dealers Required to Contact the PQC" below for additional details.
- **Assemblies Replaced for Customer Satisfaction:** There may be situations where an assembly can be repaired for less cost than replacement, 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.
  - Dealers in the United States: Request pre-approval through the **Dealer Aftersales Empowerment Portal** on GlobalConnect.
  - Dealers in Canada: Request pre-approval through your District Manager (DM-CCSP).

- **Part Restrictions:** 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.
  - Dealers in the United States: Contact the PQC by opening a new case via Dealer Case Management (DCM). From the DCM home page, click on "New PQC Case" found on the Technical Assistance tab.
  - Dealers in Canada: Contact the PQC by email at [PQC@gm.com](mailto:PQC@gm.com) or calling 1-866-654-7654.
- **Engine Calibration Verification:** Complete the engine calibration verifications prior to disassembly or replacement per the following or other applicable bulletins. As per each bulletin listed below, this calibration information must be emailed to [taccvn@gm.com](mailto:taccvn@gm.com). Dealers will receive an email from the Calibrations Group after the calibrations have been validated as OEM. Attach the completed Calibration Verification Number (CVN) to the job card and retain it in the vehicle history file.
  - **09-06-04-026:** V8 and HFV6 Gasoline Engines
  - **17-NA-100:** 2017 and newer Duramax® Diesel L5P Engines
  - **14-06-04-003:** 2014-2016 Duramax® 6.6L Turbocharged Diesel Engines
  - **16-NA-325:** 2.8 Duramax® Diesel Engines
- **Assembly Serial Numbers:** Technicians should document the serial numbers from the failed assembly and the replacement assembly on the job card. When submitting the transaction for payment, the serial number of the failed assembly must be included in the "Correction" field, and the serial number of the new assembly must be submitted in the assembly part number "Serial Number" field.
- **Parts Return Requests:** If an assembly is requested by the Warranty Parts Center (WPC), include all parts with your return. Clearly mark or circle with a paint pen the area of concern on the part such as a leak, crack, premature wear or other defect. All fluids must be drained prior to shipping. The engine oil filter must be drained of oil, properly packaged and secured in a plastic bag and attached to the engine assembly. Engine and transmission assemblies must be reassembled sufficiently to allow safe handling.

Ensure the engine or transmission are securely fastened to the shipping crate or shipping container in order to prevent damage or injury during shipment. The following must be attached to the return shipping container:

- A legible copy of the shop copy of the job card showing technician comments and containing the serial number of both the failed assembly being returned and the replacement assembly being installed.
- A completed Calibration Verification Number (as applicable).
- A completed Cost Comparison Worksheet (United States – PQC Required dealers only; Canada – All dealers).
- **Core Charges:** Assemblies with core charges must be retained for 72 hours beyond receipt of the transaction Summary Report showing transaction payment. If a WPC part return request is not received within 72 hours, the core can be shipped to the Core Return Center. Refer to the WPC Bulletin **99-00-89-019: Global Warranty Management (GWM) Warranty Parts Center (WPC) Parts Return Program Information.**
- **PCC — United States Only:** Dealers working with the PCC to reimburse Independent Service Centers (ISC) for assembly repairs must continue to follow the existing PCC processes. Please refer to Article 1.7 of the Service Policies and Procedures Manual (General Information section) for applicable policies.

### Dealers Not Required to Contact the PQC (for engine or transmission assembly replacement)

- Non PQC restricted dealers are still required to contact the PQC for assemblies that are on Part Restriction or part of a Part Exchange Program. United States Dealers are required to open a New PQC Case via Dealer Case Management.
- If it is determined that the most economical repair is assembly replacement, dealers can proceed with assembly replacement. It may be required to route transactions to the Warranty Support Center if the transaction exceeds allowed limits for the Service Agent.
- Dealers who are not required to contact the PQC prior to assembly replacement must still obtain pre-approval through the Dealer Aftersales Empowerment Portal in certain situations. This includes assemblies that are replaced for customer satisfaction when no defect is found (“Customer Enthusiasm” repair), or when assemblies are replaced when it is not the most economical repair.

### Dealers Required to Contact the PQC (for engine or transmission assembly replacement)

PQC restricted dealers 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). The following policies are applicable to dealers who are required to contact the PQC:

- **Affected Repairs/Labor Operations:** 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 within the chart to view effective dates for the following labor operations:
  - 4067490: Engine Replacement
  - 8464670: Transmission Replacement
- **Cost Comparison Worksheets:** Dealers must complete the applicable Engine or Transmission Cost Comparison Worksheet prior to replacement and retain it in the vehicle history file. The Worksheets can be found at:
  - Dealers in the United States: GlobalConnect Support tab > TAC-PQC category.
  - Dealers in Canada: GlobalConnect Service tab > Warranty Administration application > Warranty Administration Forms.
- **Assemblies Replaced for Customer Satisfaction:** Dealers required to contact the PQC should proceed as follows:
  - Dealers in the United States: Do not contact your DMA for customer satisfaction replacement approval. Dealers MUST receive pre-approval to replace an assembly for customer satisfaction via the Dealer Aftersales Empowerment Portal.
    - After obtaining approval, PQC contact is NOT required in this instance. Once approved, proceed with the repairs and submit the transaction, attaching the approved Dealer Aftersales Empowerment Portal request.
  - Dealers in Canada: Dealers must still contact the PQC after approval from their DM-CCSP. Dealers should advise the PQC of the authorization received, and be prepared to provide diagnostic information as well as a completed Cost Comparison Worksheet.

## Dealers Required to Contact the PQC — PQC Process

The following is a step by step process for dealers required to contact the PQC *prior* to assembly replacement:

1. If an engine “noise” is involved, the technician should attempt to capture that noise on a 30 second Sound File *prior* to disassembling the engine.
2. Complete the disassembly and diagnosis. This includes OEM calibration verification number as outlined in applicable service bulletins.
3. Complete the Cost Comparison Worksheet. Accurate repair vs. replacement cost estimates (include the markups) are essential for prompt handling of your PQC case.  
If an assembly is being replaced per direction from TAC due to a known product issue, or per authorization from a Brand Quality Manager (BQM) or a Field Service Engineer (FSE), complete all of the information at the top of the Cost Comparison Worksheet, documenting the TAC case (if applicable) and/or BQM or FSE involvement (if applicable). In the Cost Comparison section, estimates for “Repair” do not need to be completed. Complete the costs associated with the replacement of the assembly only.
4. If diagnosis and cost analysis indicate a need for assembly replacement, then the PQC must be contacted *prior* to assembly replacement.
  - **United States Dealers Only. Perform the following:**
    - Contact the PQC by opening a new case via Dealer Case Management (DCM). From the DCM home page, click on “New PQC Case” found on the Technical Assistance tab.
    - Provide all required information. Be prepared to include the following information: job card number, VIN, mileage, how many times the vehicle has been in for the concern, and number of days down. Additional comments should include if there are any vehicle alterations or aftermarket parts, and if the concern has been duplicated by your dealership.
    - Once you have saved the information, a case number will be created. Note the case number on the job card.
    - Once the case is created, click on the case number to open it and attach the completed Cost Comparison Worksheet.

- Attach pictures (.jpg files) showing the point of failure. This is not required for assemblies on part restriction or part of an exchange program.
  - Attach any engine noise sound files captured as part of Step 1. This is not required for assemblies on part restriction or part of an exchange program.
  - **Canada Dealers Only. Perform the following:**
    - Email to PQC at [PQC@gm.com](mailto:PQC@gm.com). Include your BAC, job card number, VIN, mileage and an explanation in the email of why an assembly replacement is necessary.
    - Attach the completed Cost Comparison Worksheet.
    - Attach pictures (.jpg files) showing the point of failure. This is not required for assemblies on part restriction or part of an exchange program.
    - Attach any engine noise sound files captured as part of Step 1. This is not required for assemblies on part restriction or part of an exchange program.
5. The PQC and TAC will review the case to determine if an assembly replacement is appropriate. To submit additional information or follow up on a case, call the PQC at 1-866-654-7654. Be prepared to provide the PQC the case number (if available) and your BAC code.
    - If the assembly replacement *is not agreed* to, then proceed with repair of the assembly.
    - If the engine or transmission assembly replacement *is agreed* to based on information provided by the Dealer Service Personnel, then proceed with the replacement.
    - Once a determination to repair or replace has been made, further calls/emails to the PQC *are not* necessary.
  6. When submitting the engine or transmission assembly replacement transaction, follow these steps:
    - 6.1. Scan the shop copy of the job card and attach it to the transaction.
    - 6.2. Scan the completed Cost Comparison Worksheet and attach it to the transaction.
    - 6.3. Route the transaction for GM authorization (H route) to the Warranty Support Center (WSC) for processing.

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

## Version Information

<b>Version</b>	6
<b>Modified</b>	<p>October 7, 2016 – Changes made to 02–07–30–029Z to create 16-NA-338 Version 1: Updated the information and the GlobalConnect Service Forms graphic.</p> <p>February 21, 2017 – Removed 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 updated the information and add a Version Information section.</p> <p>February 27, 2018 – Added the 2019 Model Year, make the Subject concise, clarify certain portions of the text and change District Manager Aftersales (DMA) to Field Warranty Manager (FWM).</p> <p>February 28, 2019 – Added Model Years 2005-2009, revised the Subject, updated the location of the Cost Comparison Worksheet, and updated all Sections of the Bulletin so it provides complete PQC Process information for Dealers required to contact the PQC and Dealers not required to contact the PQC.</p> <p>June 6, 2019 – Added: Dealers in the U.S. are required to create their PQC case through GlobalConnect Dealer Case Management, calibration information must be emailed to taccvn@gm.com and removed: Alternately, dealers can email the PQC at PQC@gm.com until DCM use is required beginning in Q2 of 2019.</p> <p>October 11, 2019 – Added the 2020 Model Year and updated the information under Dealers Not Required to Contact the PQC and Dealers Required to Contact the PQC.</p>

## Trademark Footnotes

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