



# Service Bulletin

Bulletin No.: 11-00-89-002D

Date: February, 2020

## INFORMATION

**Subject:** GM Accessories – Dealer-Installed, Repaired or Replaced During Warranty Coverage Period

**Models:** 2020 and Prior GM Passenger Cars and Trucks

This bulletin has been revised to add the 2020 Model Year. Please discard Corporate Bulletin Number 11-00-89-002C.

**Important:** Refer to **Labor Time Guide (LTG)** for a complete list of applicable “Installation” and “Repair” labor operations. In some cases, it will be necessary to use the closest-to labor operation.

To review accessory “Installation” and “Repair” labor operations, select the following categories from the LTG main menu: *General Information > Dealer Installed GM Accessory Installation/Repairs*.

### Limited Production Option (LPO)

LPOs are accessories that are ordered at the time the vehicle order is completed.

Under the guidelines for GM Parts Warranties, GM Accessories, excluding Associated (IBP) Accessories, sold and permanently installed on a GM vehicle PRIOR to new vehicle delivery will be covered under the provisions of the New Vehicle Limited Warranty.

Labor operation 0590032 should be used to claim the time for installation of LPOs. Associated labor time for LPO installation can be found in the LTG under: *General Information > Pre-Delivery Inspection > PDI – Dealer Installed – Factory Invoiced Options*. Labor for installation of a factory invoiced option must be claimed using this labor operation, not under the regular warranty repair labor operation.

### Accessory Catalog Offerings (ACO)

For all GM ACO accessories installed by a dealer or Accessories Distributor Installer (ADI), a ZSET transaction should be submitted in Global Warranty Management (GWM) using the appropriate

“installation” labor operation found in the Labor Time Guide under *General Information > Dealer Installed GM Accessory Installation*. “Installation” labor operations are zero dollar transactions (no labor, parts or net allowed) but will add the accessory to the vehicle build record in Investigate Vehicle History (IVH). This information will help to determine the warranty coverage of the accessory.

Warranty repairs within the New Vehicle Limited Warranty coverage period are to be submitted as a ZREG Transaction Type.

Warranty repairs after the New Vehicle Limited Warranty expires, but within the 12 months/unlimited miles (unlimited km) coverage, are to be submitted as a ZPTI Transaction Type. The appropriate “repair” labor operation associated with the failed component should be used when submitting the transaction.

### Associated Accessories (IBP Accessories)

Associated Accessories offered through our Integrated Business Partners (IBP) are covered by the individual accessory manufacturer. For warranty terms and contact information, please refer to the Accessory Information Center in the GlobalConnect App Center. Details can be found under *Sales/Marketing > Associated Accessories*. Dealership labor for processing warranty repairs approved by the accessory manufacturer may be claimed through GWM. Refer to Article 1.3.4 in the Parts and Accessories Policies and Procedures Manual (in Canada Parts Bulletin GMP2018–042) for complete details.

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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