



Service Bulletin

Bulletin No.: 18-NA-306

Date: December, 2020

WARRANTY ADMINISTRATION

Subject: Warranty Administration – Pre-Repair Authorization (PRA) Process and Information

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Light Duty Trucks	2021 and Prior		—		—	
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	United States and Canada
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Important: This bulletin is **NOT** applicable to Medium Duty Vehicles.

Warranty replacement of the following components requires GM Pre-Authorization per the process described in this bulletin:

- **Wheels**
- **All Seat Cover & Cushions (bottoms & backs)**
- **Outside Mirror Assemblies**
- **Steering Wheels**
- **Interior (Door) Trim**

This Pre-Repair Authorization (PRA) process is **not** required when:

- The component can be repaired via refinishing or replacing a sub-component (i.e. refinishing the wheel or replacing the glass of a mirror).
- If a cushion only is being replaced.
- Replacing a component under policy.
- Replacing a component for Customer Enthusiasm. The “Customer Enthusiasm” indicator **MUST** be selected on the transaction to avoid rejection of the claim.
- Replacing a component due to transportation damage (ZTPT) or as part of an over-the-counter Parts Warranty (ZPTC). Only regular warranty transactions (ZREG) and dealer-installed parts warranty transactions (ZPTI) require a PRA.

Overview

The PRA process uses a pre-established App (CSMT-Certified Service Mobile Toolbox) to submit an authorization request prior to replacing wheels, outside mirrors, seat covers, steering wheels, and interior trim under warranty. The dealer utilizes the App to submit details and photos of the condition. Once the request is reviewed, a decision of warrantable or non-warrantable

is returned to the dealer via device push notification, as well as being documented in Global Warranty Management (GWM). The dealer is provided a pre-authorization number for each request to use for claim submission if warrantable.

Note: The decision is only made on the component itself (warrantable or non-warrantable). Dealers are still responsible for claim compliancy as per Service Policies & Procedures Manual.

The intent of the PRA process is to pre-screen product concerns while the customer is on the service drive to determine if the customers’ concern is warrantable. This provides up-front GM collaboration with the dealer on warranty/non-warranty decisions. If the determination is not warrantable, the dealership has an opportunity to immediately communicate this to the customer and provide an estimate for the repair.

Note: The Certified Service Mobile Toolbox (CSMT) App is available in English language at this time. For dealers in Canada, French language will be introduced in an upcoming CSMT App release.

Pre-Repair Authorization App

The Certified Service Mobile Toolbox (CSMT) App is required to process Pre-Repair Authorization (PRA) requests covered in this bulletin. Once the App is downloaded to your mobile device, simply click on the “PRA” category to create and submit your request.

The CSMT App is free and available for use on Android™ and Apple® operating systems including tablets and iPads. The app can be found and downloaded from the Google Play™ Store (Android) and App Store (Apple). Please note that with the large variety of phones and operating systems, not all functionality will appear/operate the same on all devices.

The CSMT App may be used by any member of the dealer's service department team as determined necessary by Service Management. Although it is recommended, it is not required by GM for Service Management to be involved in a request.

To download and utilize the App:

1. Search for the CSMT (Certified Service Mobile Toolbox) within your device's app store.
2. Download the app on to your device (Phone or Tablet).
3. Open the app.
4. Login to the app using your GlobalConnect ID and password.
5. Enter the user profile information.

Note: You will only be asked for the user profile information upon initial log-in. User profile information can be changed at any time by going to the user profile screen available from the main menu. You only have to input this the first time you log in. Your BAC will always be tied to your GlobalConnect ID.

You are now ready to begin using the App. Complete download instructions are available on the Warranty Administration Resource Center in GlobalConnect (Policy and Procedure Compliance tab > Authorizations). In Canada, under the "What's New" tab.

Utilizing the App to Complete Pre-Repair Authorization Request:

After confirming that a customer concern requires replacement of one of the restricted components, follow these steps to submit your Pre-Repair Authorization (PRA) request.

1. Log into the CSMT App using your GlobalConnect login information. Once logged in to the CSMT App select PRA from the main menu.
2. Enter the last 8 digits of the VIN or scan the QR code located in the driver side door pillar.

Note: VIN confirmation and/or lookup from last 8 will occur prior to submission of the request. Additionally, a Bumper to Bumper warranty check (in Canada, a Base Warranty coverage check) and duplication of PRA submission check will also occur at this point in the process.

3. Enter the mileage. The mileage must match the odometer reading shown in the photo (see section below).
4. Select the component type, next the defect type, and then describe the customer concern and requested repair.
5. Include the job card number in the field provided.
6. Click on the camera icon and take the photos, and video if required, of the component. The app **must** be used to submit photos with the PRA request.

Note: Up to 20 pictures can be taken and one 30 second video. This will allow documentation of all concerns.

- Full Vehicle Information Number (VIN) plate located on bottom left corner of the windshield
- Odometer reading displayed on instrument panel (make sure you can clearly see the reading)
- Side (quarter) view of the vehicle (bumper to bumper, roof to tire)
- Full view of the component with labelling (all components will require a "zoomed-out" picture)
- Close-up of the issue (point out the issue with pencil, finger, tape or other marking)

Examples of Good Pictures Provided



This dealer provided a close up view with a sticky note next to the customer's concern on the left front wheel and a full view of the wheel, with a sticky note indicating which wheel is being photographed.



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This dealer provided a labelled full view of the wheel and a close-up view of the customer's concerns on the wheel.



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This dealer showed a full view of the seat bottom and a close up of the customer's concern.



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This pointed to where the concern was, which makes it easy to view and see the customer's concern.



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This dealer provided a close-up view of the front and back of the mirror. What is good about these photos is they are close enough for us to be able to determine if there is any type of impact damage on either side. Also the mirrors are clean and the angle the photos are taken does not give a reflection that obstructs the view of the mirrors.

Examples of Incorrect/Bad Pictures Provided



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This dealer provided the full view of each wheel, however it was at such a distance and angle that the entire wheel could not be reviewed.



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This dealer provided the correct images, however those images are not labelled as required.



This dealer provided the full view of the seat and a close up of the defect, however we don't know where on the seat this concern is.



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7. When all photos/videos have been taken, click the back "<" button on the top of your screen.
8. Tap "Next" in the App to finalize your request. You may need to click on the portion of the screen within the App to remove their keyboard feature and view the "Next" button.
9. Review all information on the "PRA Form Review" screen for accuracy. If correct, click "Next" again to send your request. If you have made an error, use the back "<" button to make corrections.
10. **Send your request.** A "successful submission" message will appear.

The request is reviewed by a PRA specialist who will then send a notification to your device with a decision of "Accepted or Rejected".

Note: A Rejected response may indicate Final rejection OR include a note for additional information needed. In the case of needing to submit further info, the dealer must contact the PRA team via email at PRA@gm.com (in Canada, PRA-CA@gm.com) or call 866-446-2900 enter "0" then prompt 7. Please include the VIN or PRA number in subject line when submitting details via email.

Response will occur within one business day, and in most cases, within one hour if the request is submitted Monday-Friday 7am-5pm CT and Saturday 7am-4pm CT (in Canada, Monday-Friday 8am-5pm ET).

- If a warrantable decision is returned, the dealer will continue their process to complete the repair. Submitting approved transactions is covered at the end of this bulletin.
- If the PRA team determines that the condition is not warrantable, the decision should be provided by the dealership to the customer along with an estimate for repairs. Dealerships do have the option of submitting all or a portion of the repair expense for customer enthusiasm and must mark the Customer Enthusiasm indicator on the transaction if doing so.



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This dealer took a photo from an angle that is hard to determine any damage to the mirror.

If the customer has multiple concerns, a separate PRA request must be submitted through the CSMT App for each labor operation processed.

- Ex 1. Customer has a concern with both front seat bottoms and the 2nd row seat back driver — there would need to be two (2) separate PRA requests sent through the App. The first for both seat bottoms (there is only 1 labor op), the 2nd for the 2nd row seat back.
- Ex 2. Customer has a concern with wheels and the driver seat back — there would need to be two (2) separate PRA requests sent through the App.

The PRA team can be reached at 866-446-2900 enter "0" then prompt 7, or through email PRA@gm.com (in Canada, PRA-CA@gm.com). Make sure to provide Your Name, BAC#, and VIN# of PRA request. The PRA team is unable to review requests prior to the submission through the CSMT app. The PRA team is able to work with the Dealerships, however customers questions should be directed to Customer Assistance Center.

Labor codes that are on restriction:

Labor Code:	Labor Description:
7020230	Front Seat Cushion Front Extension Pad Replacement
7021960	Front Seat Cushion Pad Side Support Replacement
7021970	Front Seat Cushion Pad Front Support Replacement
7022350	Front Seat Cushion Front Extension Pad and Cover Replacement
7022890	Front Seat Center Cushion Replacement
7022940	Front Seat Cushion Center Pad Replacement
7023350	Front Seat Cushion Cover and Pad Replacement
7023358	Front Seat Cushion Cover and Pad IT 030G/15
7023370	Driver or Passenger Seat Cushion Pad Replacement
7023390	Front Seat Cushion Cover Replacement
7023410	Passenger Seat Cushion Cover Replacement
7023430	Driver Seat Cushion Cover Replacement
7023510	Front Seat Back Pad Support Replacement
7023520	Front Seat Back Pad Comfort Pad Replacement
7023550	Front Seat Back Pad Replacement
7023600	Front Seat Back Cushion Pad Support Replacement
7023750	Driver or Passenger Seat Back Cushion Cover Replacement
7023770	Driver or Passenger Seat Back Cover and Pad Replacement
7023870	Driver or Passenger Seat Back Cushion Pad Support Replacement
7024150	Rear Seat Armrest Cushion Cover Replacement

Labor Code:	Labor Description:
7024940	Rear Seat Cushion Cover Replacement
7025090	Rear Seat Cushion Cover and Pad Replacement
7025260	Rear Seat Back Cover Replacement
7025280	Rear Seat Back Cushion Pad Replacement
7025390	Rear Seat Back Cushion Cover and Pad Replacement
7025510	Rear Seat Back Cushion Opening Trim Cover and Outer Cover Pad Replacement
7025600	Rear Seat Back Side Pad Replacement
7025620	Rear Seat Back Side Cushion Cover Replacement
7028090	3rd Row Seat Cushion Cover and Pad Replacement
7028110	3rd Row Seat Back Cover and Pad Replacement
8060400	Wheel Replacement
2050220	Outside Rearview Mirror Replacement
1042980	Front Door Trim Panel Replacement
1044260	Rear Door Trim Panel Replacement
7440130	Steering Wheel Replacement

Additional Tips and Notes:

- Open the app first and use the built-in app feature to take photos. You can take up to 20 photos that will be attached to the request, and up to 30 seconds of video (only **Noise concerns** to also include a video with audio of the noise). You cannot upload pictures from your gallery to the CSMT App at this time.
- Make sure that the concern is clearly marked so that when looking at the image it can be quickly identified.
 - Don't use the camera's flash. Instead, add some sort of additional light such as a shop light. Fluorescent tubes are recommended as they provide clear imaging. Lights should always be placed out of the camera's field of view. If your picture is too bright, try moving the light away from the subject to reduce its intensity. If it's too dark to take pictures indoors without resorting to using a flash take the vehicle or part outside. Cloudy days are great for taking pictures.

- A mirror may come in handy for shooting a picture of the defect on the component when the defect is in an area that is difficult to capture in a direct photo.
- If the last 8 digits of the VIN brings up more than 1 vehicle, you will be prompted to select the appropriate one.
- To view past PRA submissions, please use the new PRA History selection in the left menu. Here you can view any queued, accepted or rejected past PRA submission for either the specific user or the entire BAC.
- Emailing the CSMT Send Feedback link will not receive a prompt response. However, we are continuously looking for ways to improve and enhance the CSMT App. If you would like to comment or submit an idea, please utilize the Send Feedback feature, we appreciate your input!
- Additional resources on the CSMT App and the PRA process can be found in the GlobalConnect Warranty Administration Resource Center under Policy and Procedure Compliance/Authorizations.

Once an Accepted response is received, proceed with the repair and submit the warranty transaction as follows:

- Submit the transaction using the labor code listed in the approval PRA. This labor code must be used to avoid a claim reject.
- The VIN on the PRA request must match the VIN on the transaction.
- Select “GM Pre-Repair Authorization” in the “Authorization/Comments Section” and enter the Pre-Repair Authorization Number provided on the approval. Comments must be added in the Comments section.



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Processing Approved Pre-Authorizations through Global Warranty Management (GWM)

All received PRA requests will be assigned a PRA number and recorded in Global Warranty Management (GWM).

- Best Practice is to document the PRA number on the repair order to help your Warranty Administrator in claim submission.
- Warranty Administrators can also download the CSMT App to view BAC Submissions in PRA History.

Version	5
Modified	Released October 10, 2018 October 02, 2019 – Added bullet point under when PRA is not required, Note statements above and below Step 5 in the Utilizing the App to Complete Pre-Repair Authorization Request section, added Labor Codes that will be in restriction and additional information to Additional Tips and Notes section. January 17, 2020 – Removed and updated information under Step 10, Restricted Labor Codes title and Additional Tips and Notes section. September 29, 2020 – Added the 2021 Model Year and updated the applicable information throughout the bulletin. December 23, 2020 – Added Canada to the Involved Region or Country section and updated the applicable information for Canada throughout the bulletin.

