



Service Bulletin

Bulletin No.: 20-NA-138

Date: March, 2021

WARRANTY ADMINISTRATION

Subject: Warranty Administration – Engine and Transmission Assembly Replacement (U.S. Only)

Attention: Vehicles with Transmissions that contain High Voltage Electric Drive Motors are exempt.

Note: Canadian Dealers should refer to Service Bulletin #16-NA-338.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Light Duty Trucks (U.S. Only)	2005	2021	—	—	—	—
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	United States
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Policies Applicable to All U.S. Dealers for Engine and Transmission Assembly Replacement Under Warranty, Policy or Customer Enthusiasm

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. 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, HFV6, 2.0L LSY and 2.7L L3B Gasoline Engines
- **20-NA-090:** 2020-2021 2500HD/3500HD Duramax® Diesel L5D, L5P Engines
- **17-NA-100:** 2017-2019 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 must 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.

Powertrain Contact Center (PCC): Dealers working with the PCC on GM Performance Part repairs, or to reimburse Independent Service Centers (ISC) for assembly repairs, must continue to follow the existing PCC processes. Please refer to Article 4.9 of the Service Policies and Procedures Manual for applicable policies.

Repair vs. Replace: Per GM Service Policies and Procedures Article 5.15, dealers are to perform the most cost economical repair when considering assembly repair or replacement. GM recommends Service Management involvement in all decisions regarding replacement of an engine or transmission assembly. Technicians must document on the shop copy of the job card any verified symptoms, the cause of failure and any DTCs. A cost comparison worksheet is recommended to use in calculating the most economical repair.

The Engine and Transmission Cost Comparison Worksheets can be found at:

- Dealers in the United States: GlobalConnect Support tab > TAC-PQC category.
- 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 (WSC) if the transaction exceeds allowed limits for the Service Agent.

Part Restrictions: ALL dealers are required to contact the Product Quality Center (PQC) for any assemblies currently on restriction such as select transmissions, gasoline and diesel engines or assemblies that are part of an exchange program.

- 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.
- Product Quality Center (PQC) Contact Information
- Hours of Operation: Monday – Friday from 9:00 AM – 7:00 PM Eastern Time
- Email: PQC@gm.com
- Phone: 1-866-654-7654

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 for assembly replacement from GM.

Assemblies Replaced When No Cause of Failure Is Determined:

There may be situations where multiple repair attempts and/or extensive diagnosis leads to no identifiable cause of failure and for customer satisfaction reasons an assembly replacement should be considered. In these cases, dealer Service Management must receive pre-approval for assembly replacement from GM.

Assemblies Replaced Due to Subcomponent Part Delays:

There may be situations where transmission components necessary to perform a repair are on a parts backorder and for customer satisfaction reasons an assembly replacement should be considered. In these cases, dealer Service Management must receive pre-approval for assembly replacement from GM.

When GM Pre-Approval is Required for Engine or Transmission Assembly Replacement:

- DO NOT contact your District Manager Aftersales (DMA/DMAR) for approval.
- Request pre-approval through the Dealer Aftersales Empowerment Portal on GlobalConnect.
- 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.
- Business Reason comments should include if there are any vehicle alterations or aftermarket parts, and if the concern has been duplicated by your dealership.
- Business Reason comments should indicate assembly replacement direction from TAC due to a known product issue, or per authorization from a Brand Quality Manager (BQM) or a Field Service Engineer (FSE), document the TAC case number (if applicable) and/or BQM or FSE involvement (if applicable).
- After obtaining approval, proceed with the repairs and submit the transaction, attaching the approved Dealer Aftersales Empowerment Portal request.

Submission of Warranty Transaction in Global Warranty Management

When submitting the engine or transmission assembly replacement transaction, follow these steps listed below:

1. Scan the shop copy of the job card and attach it to the transaction. Include technician time stamps in support of diagnosis time or Other Labor Hour (OLH) labor time requests.
2. Include any related CAC case numbers, BQM or FSE notes and documents, and TAC case if applicable.
3. If you used a Cost Comparison Worksheet, scan and attach it to the transaction.
4. The transaction may require routing for GM authorization (H route) to the Warranty Support Center (WSC) for processing.

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).
- Refer to the latest version of WPC Bulletin 99-00-89-019: Global Warranty Management (GWM) Warranty Parts Center (WPC) Parts Return Program Information for more details.

Core Charges: Assemblies with core charges must be retained for 72 hours beyond receipt of transaction payment shown in the Global Warranty Management System on the Transaction Summary Report. If a Warranty Parts Center (WPC) part return request is not received within 72 hours, the core can be shipped to the Core Return Center.

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	2
Modified	Released June 23, 2020 March 11, 2021 – Added the 2021 Model Year and updated the Service Bulletin references.

