



Service Bulletin

Bulletin No.: 16-NA-338

Date: May, 2021

WARRANTY ADMINISTRATION

Subject: Warranty Administration – Engine and Transmission Assembly Replacement and PQC Process (Canada Only)

Models: 2021 and Prior GM Passenger Cars and Light Duty Trucks
Vehicles with Transmissions that contain High Voltage Electric Drive Motors are exempt.

Attention: U.S. Dealers should refer to Service Bulletin 20-NA-138.

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

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 your District Service Manager (DSM). The "Customer Enthusiasm" indicator should not be selected on the transaction.
- **PQC 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 Canada please contact the PQC by email at PQC@gm.com or by calling 1-866-654-7654 (dealers located in the U.S. should refer to Service Bulletin 20-NA-138).
- 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.
- **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, 2.0 LSY and 2.7 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 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 (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 latest version of the WPC Bulletin **99-00-89-019: Global Warranty Management (GWM) Warranty Parts Center (WPC) Parts Return Program Information**.

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.
- 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 from DSM in certain situations such as when 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 District Service Manager (DSM). 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:
 - GlobalConnect Service tab > Warranty Administration application > Warranty Administration Forms
- **Assemblies Replaced for Customer Satisfaction:** Dealers required to contact the PQC should proceed as follows:
 - 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 your District Service Manager (DSM). The "Customer Enthusiasm" indicator should not be selected on the transaction.
 - Dealers must still contact the PQC after approval from their DSM. Dealers should advise the PQC of the authorization received and be prepared to provide calibrations, 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.
Perform the following:
 - Email to PQC at 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

Version	8
Modified	<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> <p>July 28, 2020 – This bulletin has now been updated to reflect Canadian dealers only.</p> <p>April 30, 2021 – Added the 2021 Model Year and updated applicable information throughout the bulletin.</p>

Trademark Footnotes

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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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