



Service Bulletin

Bulletin No.: 18-NA-146

Date: April, 2021

WARRANTY ADMINISTRATION

Subject: Warranty Administration – Proper Labor Operation Selection and Causal Part Identification for Warranty Transactions (U.S. Only)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Trucks (including Medium Duty)	2010	2021	—	—	—	—
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	United States
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GM Service Policies and Procedures (Article 6.3) requires Service Agents to properly identify the causal part on all warranty transactions. The “causal part” is defined as the part failure that caused the need for the repair.

Proper identification of the causal part includes:

- Assigning the labor operation that is best associated with the causal part.
- Detailing the cause in the Cause text field of the transaction.
- Marking the Causal Part indicator next to the correct part in the Parts section of warranty transactions involving one or more replacement parts. When no parts are replaced as part of the vehicle repair, causal part identification is not required.

Examples:

Cause/Correction Summary Description (complete diagnostic info not included for this example)	Correct Labor Operation	Causal Part
Spark plug misfiring. Spark plug replaced.	4020060 Spark Plug Replacement	Spark Plug
Spark plug misfiring. Damaged catalytic converter. Spark plug and catalytic converter replaced.	4020060 Spark Plug Replacement	Spark Plug

Reject code 067 – Part xxxxxx is not a compatible part for labor code xxxxxx: Should you receive this reject on a submitted transaction, check with the GM Warranty Job Aid tool to see what acceptable labor operation(s) are associated with the causal part on the transaction. The tool is located in GlobalConnect > Service Information (SI). From the SI homepage, simply enter the full VIN, click on the GM Warranty Job Aid link, and enter the causal part number. If GM Warranty Job Aid does not list any labor operations associated with the causal part, utilize the GM Labor Time Guide to determine the “closest to” labor operation or contact the Dealer Business Center (DBC) at 1.888.414.6322 for further assistance.

Here are a few scenarios to help clarify this process and any associated requirements. Please refer to the “Prepare and Submit a Transaction” section (sub-section D2.j) of the Global Warranty User Manual for additional tips on transaction submission. The screenshots included in this bulletin display listed functions as they appear in GWM. DMS applications may appear differently.

- **Consequential Damage:** When a single separate component fails and damages another component/components, utilize the labor operation associated with the source component (casual part). All parts and labor associated would be claimed on the same transaction, utilizing OLH as necessary to cover the labor for repair/replacement of the subsequently damaged part(s).

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Line Number	Causal Part	Part Quantity	Part Number	Cost Per Part	Svc Agent Trade	Non-GM Part	Serial Number	
1	<input type="radio"/>	<input type="text"/>	<input type="text" value="23229313"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input style="background-color: #0056b3; color: white;" type="button" value="+"/>
2	<input checked="" type="radio"/>	<input type="text"/>	<input type="text" value="12622561"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input style="background-color: #0056b3; color: white;" type="button" value="+"/>

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Example: A misfiring spark plug causes damage to catalytic converter. The spark plug and converter are both replaced. Submit the transaction using spark plug labor operation, claiming both parts in the parts field. Select the Causal Part indicator for the spark plug part number.

Utilize OLH to cover the additional time to replace the catalytic converter. OLH time should not exceed the standard base time allowed for converter replacement. Service Management authorization on the job card does not apply and separate on/off punch time for the converter replacement (OLH claimed) is not required.

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Service Agent Self Authorization

☐ Waive Deductible
 ☐ Rollback
 ☐ Repeat Repair
 ☐ Policy Decision
☒ Part Ceiling Exceeded
 ☐ Over Age
☒ OLH Ceiling Exceeded
 ☐ Net Ceiling Exceeded
☐ General Service Agent

Comments*

failed plug caused damage to catalytic converter

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Service Agent Self Authorization identification on the transaction would be required for OLH and/or excessive parts. Authorization comments must explain that the parts/labor was a result of consequential damage. The transaction may require GM authorization (Warranty Support Center) if the Parts Total or OLH submitted is beyond Service Agent Empowerment limits.

- **Internal Part Caused Assembly Failure:** If the causal part is a sub-component of an assembly, and entire assembly replacement is the most cost-effective repair, utilize the *assembly* labor operation. Example: A main bearing causes block scoring; assembly replacement is required. Utilize the published labor operation and time associated with the engine assembly replacement. Main bearing replacement labor time is not applicable as the bearing is an internal part of the entire assembly being replaced.

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Line Number	Causal Part	Part Quantity	Part Number	Cost Per Part	Svc Agent Trade	Non-GM Part	Serial Number
1	<input type="radio"/>	<input type="text"/>	<input type="text" value="4067490"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="12345678"/> <input style="background-color: #0056b3; color: white; border: none; padding: 2px 5px;" type="button" value="+"/>

Causal Part Number:
↔
 If no causal part number available, please enter description:

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As the main bearing can't be selected using the "Causal Part" radio button as is not a separate part charged out on the transaction, it should be manually entered in the Causal Part Number **or** description field.

Exception: If the repair is related to an open field action (ie: Recall, Special Coverage), the field action labor operation must always be used regardless of the consequential damage.

- **External Part Causes Assembly Failure:** If the causal part is external to an assembly it damaged, and there is a separate part number for the external part not included in the assembly part number components, utilize the labor operation associated with the external causal part.
Examples: Radiator failure causes damage to the transmission; Catalytic Converter failure causes damage to the engine.

All parts replaced as a result of the failed component must be submitted on the same line in the parts field, including the assembly. Utilize OLH to cover additional time to replace the assembly replacement. OLH time should not exceed the standard base time allowed for assembly replacement. Service Management authorization on the job card does not apply and separate on/off punch time for the assembly replacement (OLH claimed) is not required. Service Agent Self Authorization identification on the transaction would be required for OLH and/or excessive parts.

- **One Concern but Separate Causes:** When two unrelated causes are found contributing to a single complaint, then these should be claimed separately in two transactions, using the labor operation applicable to each failed (causal) component. Examples: Single complaint of fluid leaking but 2 different leaks are found; Single

complaint of vibration but 2 different causes found. As the customer expressed a single complaint, this would not be considered an "add-on" so you do not have to identify one of the transactions as such. However, Service Management authorization is required for repeat (pyramiding) repairs. **NOTE:** This does not waive the responsibility of the Service Consultant in asking fact finding questions to determine if the customer's concern is actually two concerns and should be written as such.

Example: Customer complains fluid is leaking, but further discussion identifies that the customer has noticed the leaks in two different areas, and/or that the fluid leaking is two different colors.

Version	3
Modified	Released May 03, 2018 August 23, 2019 – Added the 2020 Model Year, removed the Note under Internal Part Caused Assembly Failure, removed a sentence in External Part Causes Assembly Failure section and added a Note. April 07, 2021 – Added the 2021 Model Year and updated applicable information throughout the bulletin.

