INFORMATION

Subject: Information for Dealers on How to Submit a Product Information Report (PIR) (Canada Only)

Models: 2021 and Prior GM Passenger Cars and Trucks

Attention: U.S. dealers should refer to the latest version of Corporate Bulletin Number 02-00-89-002.

Attention: The CSMT (Certified Service Mobile Toolbox) Phone App is available in English language at this time. French language will be introduced in an upcoming CSMT App release.

This bulletin has been revised to add the 2021 Model Year and information on the CSMT Phone App. Please discard Corporate Bulletin Number 10-00-89-006G.

Dealers/Technicians play a key role in reporting product issues via Product Information Reporting. The timeliness and detailed information in these reports proves to be extremely important to the product problem resolution process. This bulletin will offer information on how to submit an electronic Product Information Report.

Guidelines for Submitting a Product Information Report (PIR)

Product Information Reports are an important tool that help us collectively identify and quickly address emerging issues on our vehicles, particularly during the launch of new programs.

A good rule of thumb when considering when to submit a report is whether it meets the **"3 Critical Points"** below:

Use the **"Critical Points"** listed below (as a guide) of when to submit a report:

1. **Critical Product Concern:** Safety, no start, walk-home condition.
2. **Critical Timing:** Safety Concern, Vehicle in dealership, Concerning plant build condition.
3. **Critical Information:** Safety concerns, vehicle currently at dealership with issue present, assembly plant issues.

In addition to the examples of critical conditions noted above, product information reports can also be helpful for communicating:

- Wire harness routing causing damage (Critical information communicated with photos)
- Emerging conditions that result in repetitive repairs with no apparent service bulletin or PI (Critical Product Concern)
- Significant issues not typically submitted as a warranty claim (Critical Product Concern or Critical Information)
  - Vehicle operating normally but condition unacceptable to the customer
  - Critical issues found during Pre-Delivery Inspection (PDI) or with GM Accessories

Note: Service Information (SI) Feedback, not Product Information Reports, should be submitted for the following:

- Issues with Service Information (SI) repair information
- Issues with the Technical Service or Preliminary Information Bulletin
- Issues with the Labor Time Guide

Important: Be clear, accurate, professional and as descriptive as necessary to help others fully understand the issue.

Submitting a Product Information Report (PIR)

- Submit Product Information Reports (PIRs) using one of the two electronic PIR forms located in GM GlobalConnect.

Note: There are two methods recommended and a third legacy method available for submitting a PIR to General Motors of Canada Company (GMCC).

2.1. The Enhanced PIR form uses an on-line submission process, where the form is completed while logged onto GlobalConnect, and sent to GMCC using a "Submit" button at the bottom of the page.

2.2. The new option is the CSMT Phone App that allows you to send PIRs from your phone with photos or video.

2.3. The legacy PIR form is completed, saved to the computer hard drive and e-mailed to GMCC. With the legacy form, a copy of the blank form can be saved to your local hard drive, by selecting the save Icon from the PDF form header

Important: Submit only one PIR for each product condition. Additional VINs demonstrating the same product condition should be included on the same report in the field labeled "Additional VIN #s with same condition."

Photos

Photos should:

- show a clear close up (or multiple), and a distance photo so it is clear where on the vehicle the issue is located
- use a pointer (finger/pen) to guide the viewer where to look (when necessary)

Completing the Enhanced PIR Form

The Enhanced PIR form is accessible thru an APP located in the Service Department page of GlobalConnect. The APP is named **Product Information Report Online (PIR Online)**.

Note: The Partner Security Coordinator for your dealership MUST enable this APP so that each member of the dealer service staff will have access to this enhanced PIR form. If the app is not available to you then request access through the APP CENTRE (locate and click the APP icon; click "Request Access").

The Enhanced PIR form is titled Product Information Report Online (PIR Online)

The electronic Product Information Report (PIR) form contains fields to record the following information:

- Dealer code or BAC code
- Dealer contact (name of person making report)
- E-mail address*
- Job Card or Repair order number
- Odometer (KMs)
- Labour operation (if known)
- VIN (mandatory - include all 17 digits)
- Additional VIN #s with same condition

- Condition (customer description)
- Cause
- Correction
- Part number and/or part name
- Three Attachments fields**

* When a valid e-mail address is entered, a copy of the completed form will automatically be sent to the e-mail address indicated, as a confirmation that the report was received by General Motors.

Submission Process for Enhanced PIR Form

- Complete Form
- Insert and attachments as required
- Press the "SUBMIT" button at the bottom of the page

CSMT Phone App PIR

(see below regarding how to get the App on your phone)

Note: You need to take the phones/video while in the processes of completing the PIR (can't use saved photos).

1. Once logged into the CSMT application, select PIR from the Menu.
2. Enter the last 8 digits of the VIN (or full VIN or scan).
3. Odometer and Condition are mandatory
4. Enter additional information (Cause, Correction, Job Card, TAC Case #, Part #, Comments).
5. Tap camera icon to add photo(s) and/or a video to help describe the issue.
   5.1. If photos/video are taken, you will end up in "Gallery."
      - If in Gallery and done with images, hit the back arrow to the left of "Gallery."
6. Click Next.
7. VIN confirmation and/or lookup from last 8 will occur on final step prior to submission of report.
8. Review your submission.
9. Click Next.
10. Send the PIR email.
11. A three second screen thanking you for your submission will appear.

Getting the App

Apple - Go to the App Store, search for and download the CSMT app

Android – Go to the Play Store, search for and download the CSMT app

Apple or Android Install:

1. Once downloaded and opened, the app will ask to send you notifications. Click "Allow" to finish the install.
2. Login as "Dealer" and then input the same Username and Password that is used to access Global Connect.
   - If you can't remember your password, use the "FORGET PASSWORD" link on the GC login screen.
   - If this does not work, the employee must work with the Dealership PSC or PSA administrator to review your system credentials.
3. You can 'Enable Touch ID' during the first login or enable it later within the App menu 'Settings.'
4. Read and accept the Privacy Statements.
5. Fill in your Profile information.

Completing the Legacy PIR Form

The Legacy PIR form is located within the Service Forms application. Navigate to Service Department page of GlobalConnect and choose the APP named Service Forms, then select the tab for General Information and scroll down to find the Product Information Report Form.

The electronic Product Information Report (PIR) form contains fields to record the following information:

- Dealer code or BAC code
- Dealer contact (name of person making report)
- E-mail address
- Job Card or Repair order number
- Odometer (KMs)
- Labour operation (if known)
- VIN (mandatory - include all 17 digits)
- Additional VIN #s with same condition
- Condition (customer description)
- Cause
- Correction
- Part number and/or part name

USER TIP

A local copy of the blank PIR REPORT FORM can be saved to your computer desktop for easier submission of future reports. To save a copy of the blank form to your computer desktop, open the PIR form on GM GlobalConnect as usual and then save a copy by selecting the save Icon from the PDF form header. A pop-up dialog box will then open. Choose your desired file destination as "Desktop" and rename the file Product Information Report, and the click "Save." You will now be able to quickly locate and open your local copy of the blank form by simply clicking on the saved PRODUCT INFORMATION REPORT form located on your desktop.

Submission Process for Completed Legacy PIR Form

1. Complete form and save this document on your hard drive.
   - Select "File - Save As."
   - Rename the file.
   - Save document on the desktop or in a folder.
2. Create an e-mail to send PIR.
   - Address e-mail to pir.reports@gm.com.
   - On the "Subject" line, enter the model year and vehicle type (e.g. 2010 Camaro).
   - Attach the PIR form in 'pdf' format.
   - Attach photo, audio or video files**(optional if applicable).
   - Send the e-mail.

**Acceptable File Formats:

- Photo images - JPG format (For photo advice, please refer to the latest version Corporate Bulletin Number 07-00-89-036)
- Audio files - WAV format
- Video files – the standard Movie or Video formats of most digital cameras are acceptable (for example: AVI, MOV, MPG and MVI formats).

Important: The email system is unable to accept messages with very large attachments. The total size of all attachments should not exceed 10 MB. To minimize the size of Video files, it is recommended to record with the Movie image size set to 320 x 240 (commonly referred as '320' mode) and keep the recording time to a minimum, typically 15 seconds or less.