



# Service Bulletin

Bulletin No.: 11-00-89-002E

Date: June, 2021

## INFORMATION

**Subject:** GM Accessories – Dealer-Installed, Repaired or Replaced During Warranty Coverage Period

**Models:** 2022 and Prior GM Passenger Cars and Light Duty Trucks

This bulletin has been revised to add the 2021 and 2022 Model Years and update information throughout the bulletin. Please discard Corporate Bulletin Number 11-00-89-002D.

**Important:** Refer to **Labor Time Guide (LTG)** for a complete list of applicable “Installation” and “Repair” labor operations. In some cases, it will be necessary to use the closest-to labor operation.

To review accessory “Installation” and “Repair” labor operations, select the following categories from the LTG main menu: *General Information > Dealer Installed GM Accessory Installation/Repairs*.

### Limited Production Option (LPO)

LPOs are accessories that are ordered at the time the vehicle order is completed.

Under the guidelines for GM Parts Warranties, GM Accessories, excluding Associated (IBP) Accessories, sold and permanently installed on a GM vehicle PRIOR to new vehicle delivery will be covered under the provisions of the New Vehicle Limited Warranty.

Labor operation 0590032 should be used to claim the time for installation of LPOs. Associated labor time for LPO installation can be found in the LTG under: *General Information > Pre-Delivery Inspection > PDI – Dealer Installed – Factory Invoiced Options*. Labor for installation of a factory invoiced option must be claimed using this labor operation, not under the regular warranty repair labor operation.

Some exclusions may exist for accessories which require calibration updates as part of the installation. The LTG as well as the installation instructions in SI will direct users to the correct labor operation in these cases.

### Basic LPO Installation Process:

1. Check vehicle build in IVH for all “Dealer Installed” RPO/LPO’s.
2. Always reference instruction sheets in SI for each new accessory installation, as instruction sheets may be updated with new information.

3. Confirm all “Dealer Installed” accessories in vehicle build list are installed correctly on vehicle according to instructions in SI.

4. Important: If called for in the SI instructions, confirm all required calibration updates are installed. Record any applicable warranty claim codes generated during calibration events.

4.1. Before performing programming via SPS, technicians **must** contact the Techline Customer Support Center (TCSC) at 1-800-828-6860 English or 1-800-503-3222 French to have the appropriate Accessory calibration applied to the VIN.

4.2. If programming is attempted BEFORE contacting TCSC, SPS will not deliver the correct accessory calibration to the vehicle. The user may also receive a message advising that they are attempting to program with the “same calibration” – a warning that the vehicle has not received the required accessory calibration.

### Accessory Catalog Offerings (ACO or over-the-counter)

For all GM ACO accessories installed by a dealer or Accessories Distributor Installer (ADI), a ZSET transaction should be submitted in Global Warranty Management (GWM) using the appropriate “installation” labor operation found in the Labor Time Guide under *General Information > Dealer Installed GM Accessory Installation*. “Installation” labor operations are zero dollar transactions (no labor, parts or net allowed) but will add the accessory to the vehicle build record in Investigate Vehicle History (IVH). This information will help to determine the warranty coverage of the accessory.

Warranty repairs within the New Vehicle Limited Warranty coverage period are to be submitted as a ZREG Transaction Type.

Warranty repairs after the New Vehicle Limited Warranty expires, but within the 12 months/unlimited miles (unlimited km) coverage, are to be submitted as a ZPTI Transaction Type. The appropriate "repair" labor operation associated with the failed component should be used when submitting the transaction.

Accessories that require calibration updates as part of the installation may have the cost of the calibration covered in the price of the ACO accessory. In these cases, the instruction sheets found in SI will have a special labor code mentioned just for covering the cost of the calibration update.

#### Basic ACO Installation Process:

1. Confirm in the EPC and marketing information that the ACO accessory is compatible with the vehicle.
2. Always reference instruction sheets in SI for each new accessory installation, as instruction sheets may be updated with new information.
3. Confirm accessories are installed correctly on vehicle according to instructions in SI.
4. Important: If called for in the SI instructions, confirm all required calibration updates are installed. Record any applicable warranty claim codes generated during calibration events.
  - 4.1. Before performing calibration updates via SPS, technicians **must** contact the Techline Customer Support Center (TCSC) at 1-800-828-6860 English or 1-800-503-3222 French to have the appropriate Accessory calibration applied to the VIN.

- 4.2. If programming is attempted BEFORE contacting TCSC, SPS will not deliver the correct accessory calibration to the vehicle. The user may also receive a message advising that they are attempting to program with the "same calibration" – a warning that the vehicle has not received the required accessory calibration.

#### Associated Accessories (IBP Accessories)

Associated Accessories offered through our Integrated Business Partners (IBP) are covered by the individual accessory manufacturer. For warranty terms and contact information, please refer to the Accessory Information Center in the GlobalConnect App Center. Details can be found under Sales/Marketing > Associated Accessories. Dealership labor for processing warranty repairs approved by the accessory manufacturer may be claimed through GWM. Refer to Article 1.3.4 in the Parts and Accessories Policies and Procedures Manual for complete details. In Canada, please refer to the GM Parts Policies and Procedures Manual, section 7.3.3 General Motors (Dealer) Accessories Warranty.

#### Basic IBP (ACO) Installation Process:

1. Confirm in the EPC and marketing information that the ACO accessory is compatible with the vehicle.
2. Confirm accessories are installed correctly on vehicle according to instructions sheets found in the box.

