



# Service Bulletin

Bulletin No.: 12-00-89-003B

Date: May, 2022

## WARRANTY ADMINISTRATION

**Subject:** Warranty Administration – Guidelines for Multiple Repairs with Independent Causes (GM Canada Dealers only)

**Models:** 2023 and Prior GM Passenger Cars and Light Duty Trucks

**Attention:** The following guidelines should be used by your Service Management, Service Advisor, Technician and Warranty Administrator.

**This bulletin has been revised to include Model years up to 2023. Please discard Corporate Bulletin Number 12-00-89-003A.**

In rare situations, one customer concern can result in the need to repair/replace two or more components. When this occurs, it's sometimes unclear which Labor Code(s) should be applied to the transaction when submitted to General Motors for warranty reimbursement.

First it's important to properly document an accurate, detailed customer concern. The Service Consultant should summarize each customer concern on separate lines of the Job Card at the time of write up. A well written description will answer the basic questions of what, where, when and how whenever possible.

Multiple concerns can have one or more labor codes depending upon the cause(s). If there are multiple concerns and different causes aligned to each concern, then each one should have a separate labor code. If there are multiple concerns but only one cause, then only one labor code should be used.

In most situations, the failed (causal) part will be the only part that is replaced. Here are the guidelines for alternate situations that may occur:

- When the causal part causes another part to fail, then submit the transaction on one line using the labor code associated with the causal part. If additional labor time is necessary to repair subsequent damage to other components, this time is to be recorded as other labor hours (OLH), not a second Labor Code. The Job Card should identify the causal part, and all parts should be claimed as one transaction. **EXAMPLE:** Leaking battery acid damages a battery cable. The failed battery caused the cable failure and therefore the labor code for battery replacement would be used for this transaction. The battery and cable are replaced and claimed under this single labor code. If necessary, OLH can be claimed for the cable replacement. However, because the cables must be disconnected at one end when replacing the battery, there is no additional "diagnosis" time allowed for the cable replacement, and the OLH would be less than the full labor time allowance associated with a cable replacement.

- Combined left/right or front/rear repairs or part replacements are not normally necessary unless specifically indicated in service information and GM has determined both sides should be replaced in pairs if the second side indicates wear. For these repairs, the Labor Time Guide will include either an add condition or a unique labor code for both sides. If the technician believes both sides should be replaced and there isn't an add condition or unique labor code, the generic labor code should be used and the second part claimed as a secondary part and the labor time as OLH. The additional OLH time should be less than replacing one side since the repair set up time included in every labor time is not necessary. In addition, if there is time to access the part that has already occurred in replacing the primary part, that time should be excluded. Follow straight time clock on/off policies to document the incremental time for the second part. The justification for replacing the second side should be documented on the repair order.
- **Bulletin or Labor Time Guide specifies one labor operation to use:** The exception to the above situations would be if the Labor Time Guide or a Service Bulletin provides a labor operation for "both" or "all" parts involved in a particular repair, that labor operation and the published time should always be used. EXAMPLE: GM dictates a repair process for replacing both sides (pairs) when only one side failed. If a situation arises where only one labor code is listed and the repair is for both left and right (or front and back), then use the published labor code and put the additional labor time for the opposite side repair in OLH.
- **Overlapping labor operations:** The Labor Time Guide provides the base time allowed for each individual labor operation. When two or more

repairs are performed that have some labor time "overlap," or common procedures, the time submitted on the transaction should be reduced accordingly to allow for the overlap. EXAMPLE: A customer has a concern about underhood rattling noises. The technician diagnoses the cause as a faulty serpentine belt tensioner. During replacement, the technician discovers the torque axis mount is broken. The Service Manual procedure directs the technician to R & R the torque axis mount in order to properly torque the serpentine belt tensioner. In this example, the time to remove the torque axis mount is built into the serpentine belt tensioner labor code. The replacement of the mount would be considered 100% labor overlap, so the claiming of additional labor time is not appropriate.

For paint repairs involving multiple panels, paint mix time can only be claimed once. Include paint mix time on one of the repair lines, and the labor time for each additional panel on separate lines.

As a reminder, Section 3.2 of the GM Canada Service Policies and Procedures Manual reviews job card write up process. Any exceptions to this must be brought to the Service Manager's attention by the technician before repairs are performed. Service Management inspection and documented pre-approval is required when performing multiple repairs for one customer concern (add-ons). Additionally, other labor hours (OLH) claimed on a transaction must be supported by separate technician time records, either electronically or through time clock punches.

Please direct questions regarding this information to your GM Representative or the Warranty Call center at 1-888-222-5545.

