



# Service Bulletin

Bulletin No.: 22-NA-018

Date: February, 2022

## INFORMATION

**Subject: Global Warranty Management (GWM) Warranty Parts Center (WPC) Part Photo Return Process (U.S. Dealers Only)**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Trucks	2022 and Prior		—	—	—	—
Cadillac							
Chevrolet							
GMC							

<b>Involved Region or Country</b>	United States Dealers Only
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### 1. Part Photo Return Process Overview and Introduction

The GM Part Photo Return Process is a new method to help reduce the cost and time it takes for key stakeholders within GM to receive information regarding the failed part replaced under warranty. It is estimated that between 25-33% of all replaced parts can be observed and understood through pictures. The Part Photo Return process will allow service agents to take photos of the failed part via a new tab on the Certified Service Mobile Toolbox (CSMT) app. This information will then be transferred to GWM for review. These parts are analyzed by the key stakeholders including Brand Quality, Engineering, Suppliers, Production Plant, Assembly Plant, and Quality management Personnel. If the photos contain the required information the requestor is looking for, the service agent will be notified to scrap the part locally. If the photos are not sufficient to close out the request, the Requestor will ask the service agent to ship the physical part back through the normal part return process (Per latest version of Service Bulletin #99-00-89-019).

#### Fundamental Steps of the Part Photo Return Process:

- Requestor** Completes WPC Part Return – Pictures Request
- Project is approved and is now waiting in the system for a dealer to submit a claim that meets the criteria of the project
- Dealer** will receive notification (in GWM and App) that there is a new photo return request waiting for them in the App (dealer can also monitor current or past photo returns).
- Dealer** locates causal part from parts inventory

5. **Dealer** Uses CSMT – WPC Part Pictures App to Complete and Submit Request (dealer will have 10 days to complete this)

6. Claim submission is sent back to Requestor.

7. **Requestor** Reviews photos submitted by dealer within 5 days, and has three options

- A. Decides that there is enough part issue information from photos to close out request.
- B. Decides that the physical part must be returned for further investigation.
- C. Or does not review photos within 5 days

8. **Dealer** actions once requestor is finished reviewing:

If the requestors action is 7A, then the dealer will receive notification to scrap part correctly.

If the requestors action is 7B, then the dealer will receive notification to return the part via the current WPC Part Return Process (#99-00-89-019).

If the requestors action is 7C, then the dealer will receive notification to scrap part correctly.

#### Common Terms:

To become familiar with the terminology, review the common terms below and their respective meanings:

- Toolbox (CSMT) app = Certified Service Mobile Toolbox
- Requestor = GM Employee
- Service Agent = Retailer / Dealer / Dealership
- Job Card = Repair Order / Customer Service Order
- Transaction = Warranty Claim
- Transaction Number = Request Number / Claim Number

- Required Parts = ALL parts replaced as part of a transaction line.
- Causal Part = The part that caused the failure determined by root cause analysis
- GWM = Global Warranty Management System

## 2. Parts Retention

Parts that have been selected for the Part Photo Return Process must be retained for a maximum 5 days following the request submission by the dealer in the CSMT app. This retention period applies unless ONE of the following occurs:

- The Requestor has reviewed the request and has decided that it is okay to scrap the part locally at the dealer. The request will transfer from being a “pending request” to “Part OK to scrap” in the CSMT app.
- The Requestor has reviewed the photos and has decided that the physical part must be shipped back to the Warranty Parts Center (WPC). If this happens, the dealer will receive a notification, follow bulletin #99-00-89-019, and have 21 days to complete shipment.
- If there is no response from the requestor after 5 days, then the part can be scrapped locally by the dealer. The request will transfer from being a “pending review” to “Part OK to scrap” in the CSMT app.

**Important:** Parts must be scrapped/destroyed locally so they can never enter commerce. Under NO CIRCUMSTANCES are warranty/policy parts to be sold for salvage value or installed on ANY vehicle sold at retail, wholesale, or salvage, or used in ANY other application.

## 3. Documentation Requirements

The main documentation required are the photos taken through the Certified Service Mobile Toolbox application. The Part Photo Return Process requires accurate and clear photos:

- 1 photo of entire causal part, pointing to area of concern
- 1 close photo of the area of concern on the causal part
- A photo of each/any part labeling on the causal part
- In addition to the three required photos, an additional three photos and one 15 second video may be added to the request.
- Any comments which will help explain the issue at hand.

## 4. Service Agent Requirements / Safety

Safety is a foundational commitment by General Motors, and it is never to be compromised. It is imperative every Service Agent follows standard General Motors Policies when dealing with the Part Photo Return process. Service Agents are to also

adhere to Federal, State, Local, and General Motors Shipping Policies if parts must be returned to the WPC.

## 5. Understanding Service Agent Notifications, Feedbacks, Credits, and Debit Notifications

- New Request: The service agent will receive a notification in GWM and App for each new part photo request.
- Pending Review: The photos have been submitted and are waiting for the reviewer to review the submitted photos.
- Ok to Scrap: The service agent will monitor the app for updates to each transaction. If the reviewer decides there is enough information in the photos, the transaction will update to be under the “OK to Scrap” header in the app and the dealer will be able to scrap the part locally.
- Return part: The service agent will monitor the app for updates to each transaction. If the reviewer decided the part needs to be shipped back for further investigation, the transaction will update in the app to be under the “Part Return Required” header. The service agent will have 21 days to return the physical part back to the Warranty Parts Center.

### Feedbacks

- The service agent may receive a feedback if the part photo request submission is not properly completed (i.e. proper number of photos and quality per above information in Documentation Requirements).

### Reimbursement - Administrative Allowance

- If a Service agent completes a Part Photo Return Request, they will be eligible to receive reimbursement.
- You must wait until the Part Photo Return Request has been chosen to be “scrapped locally” or “returned to the Warranty Parts Center (WPC)” before submitting for an administrative allowance.
- For Part Photo Return requests that are scrapped locally, submit up to \$20 in the Net/Administrative Allowance field of the transaction. (Total of \$20 Reimbursement).

### OR

- If the Part Photo Return is transitioned to a Physical Part Return, submit up to \$25 in the Net/Administrative allowance field of the transaction. (Total of \$25 Reimbursement).

**Note:** The allowance maximum is \$25

### Debits

- If Service Agent does not review the request and submit a part photo return within 10 days, the claim will move to pending debit and be processed for debit accordingly.

Information for Dealer (Parts Manager, Part Advisor, Service Manager, Warranty Administrative, etc.) on how to submit a Part Photo Return as well as monitor current Part Photo Return Submissions.

## Submitting a Photo Part Return Via the Certified Service Mobile Toolbox Application (CSMT)

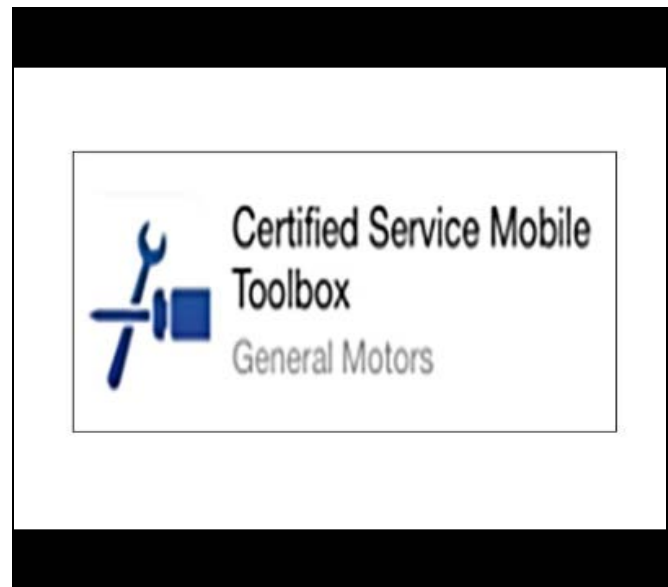
Dealers are the cornerstone of the Part Photo Return Process as they are the ones who will be taking the pictures of the parts. If the pictures are not of substantial quality, then the entire Part Photo Return is not effective and the part will have to be shipped to the WPC for further inspection. It is critical that the service agent does their absolute best to describe and photograph the area of concern on the causal part.

## Downloading the Certified Service Mobile Toolbox Application (CSMT)

If you need to install the CSMT app, it is free and available for use on Apple iPhones using iOS 13.6 or higher and Android operating devices using version 8.1 or higher. Depending on your phone and software version on your phone, the screens may look a little different. Although optimized for phone use, the app can be used on tablets as well. The new app can be found and downloaded from the Google Play Store (Android phone and tablets) and the App store (Apple phone and tablets). Please note that with the large variety of phones and operating systems, not all functionality will appear/operate the same on all devices.

To Load the new CSMT app:

1. You must have an E-mail application on your phone.
2. You can find the application in the Play Store for Android phones and in the Apple App Store for Apple phones.



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3. Download and install the CSMT app on your device.

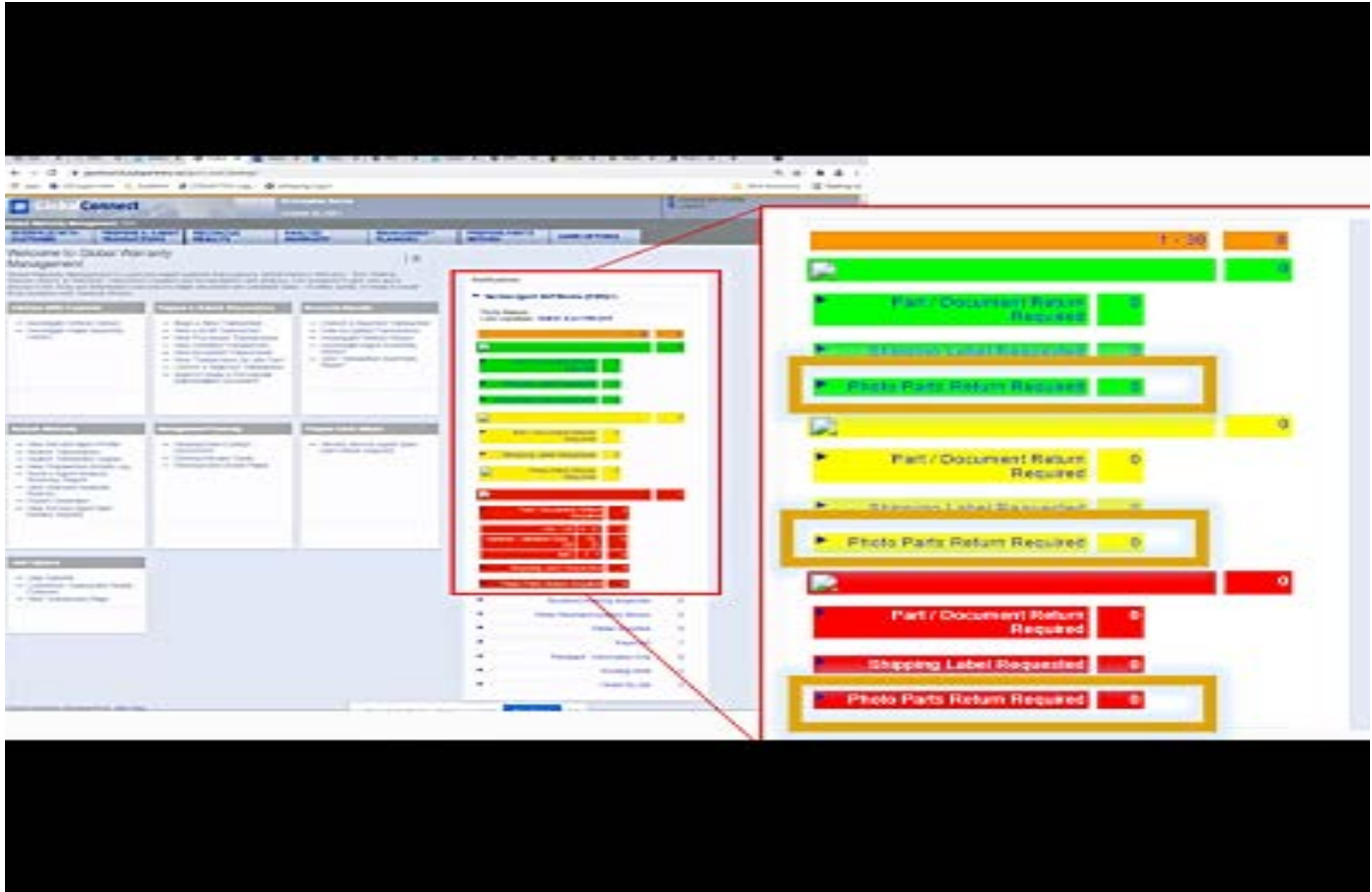
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4. When you first load the CSMT app, you will be asked to use your Global Connect ID and password to log in. Once logged in, you will need to fill in your profile.

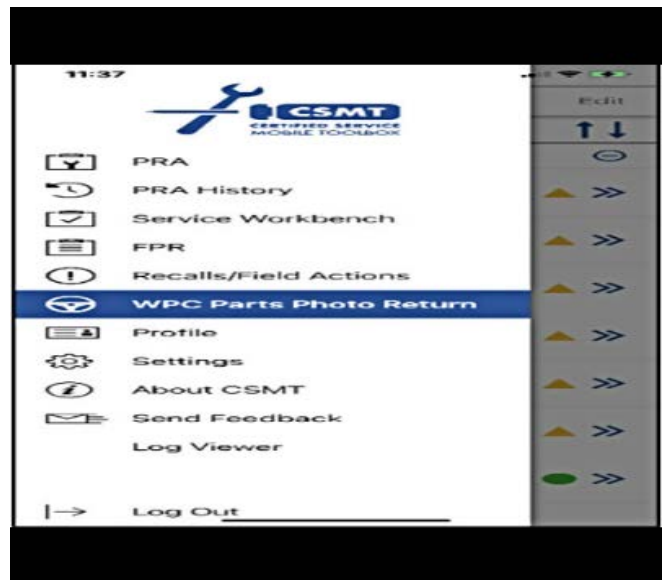
## Using the Certified Service Mobile Toolbox Application (CSMT)

Steps to Submit a Part Photo Request:

1. Service agent (Parts Manager, Part Advisor, Service Manager, Warranty Admin, etc.) will see in Global Warranty Management (GWM) or in the WPC Part Photo Return Tab in the CSMT app that there is a Part Photo Return request awaiting completion.



- The service agent will be able to view Part Photo Returns in GWM in the same way that current Physical Part Returns are shown. The service agent will only be able to submit a Part Photo Return through the CSMT app.



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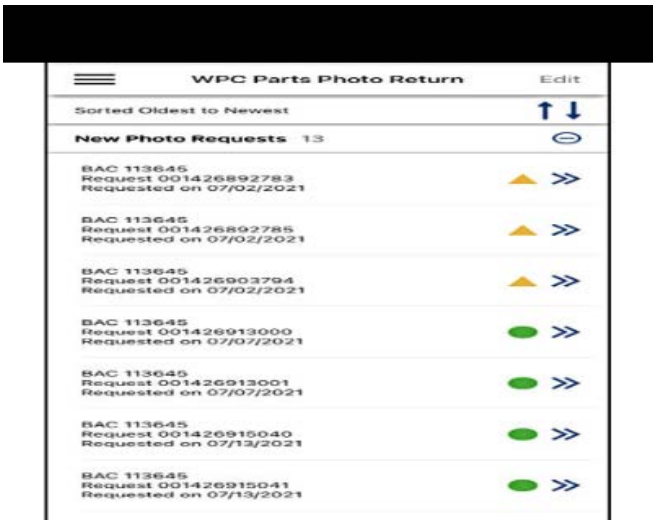
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2. Service agent will open up CSMT application.



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3. Service agent will select the WPC Part Photo Return Tab which takes the service agent to the home screen.



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**Note:** From here, the service agent can monitor all present and past requests (look at status and information).

4. Service agent will select the header labeled "New Photo Request." The header will expand and show all new photo requests that are awaiting completion.

New Requests are coded in 3 different colors based on length of how long request has been active:

- Requests with a *GREEN CIRCLE* = WPC Part Photo Return Request is 0-3 days old
- Requests with a *YELLOW TRIANGLE* = WPC Part Photo Return Request is 4-6 days old
- Requests with a *RED SQUARE* = WPC Part Photo Return Request is 7-10 days old

**Important:** If service agent does not review the request and submit a part photo return within 10 days, the claim will move to pending debit and be processed for debit accordingly.



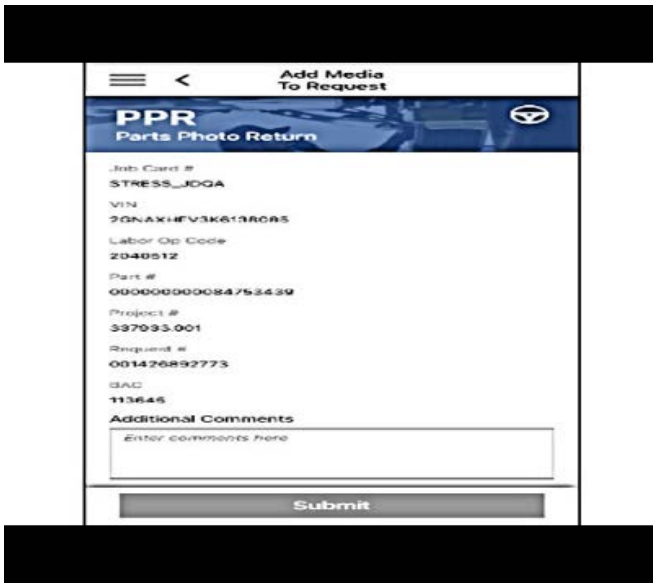
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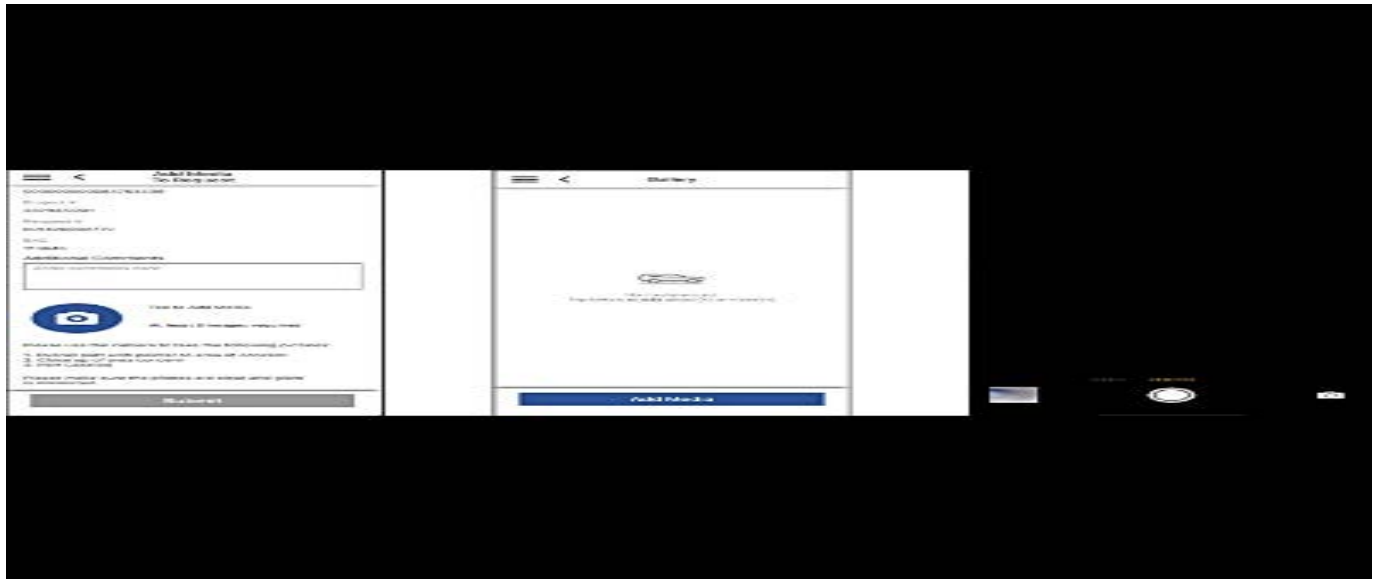
5. Service agent will then select the appropriate new photo request. This will take service agent to a new screen with details of the new photo request.

**Note:** This screen will provide all the information needed to understand which part is of interest for this Part Photo Return Request.



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6. Service agent will locate the causal part by job card/claim information described in the new part photo request.



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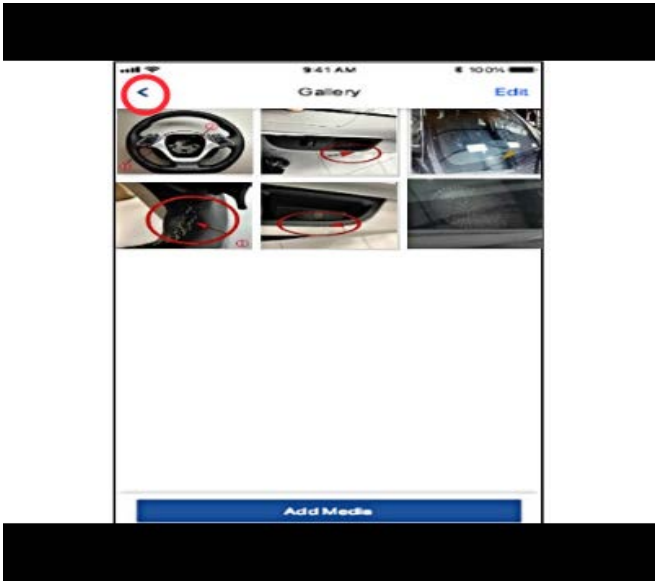
7. The service agent will select the camera icon on the new part photo request page. This will allow the device to open the camera App to allow service agent to take photos.
8. Service agent will follow the instructions of taking photos of the causal part. Below are the listed guidelines for taking photos for the Request.

**Guidelines for Photos**

Up to 6 photos and one 15 second video  
Please use the camera to take the following pictures:

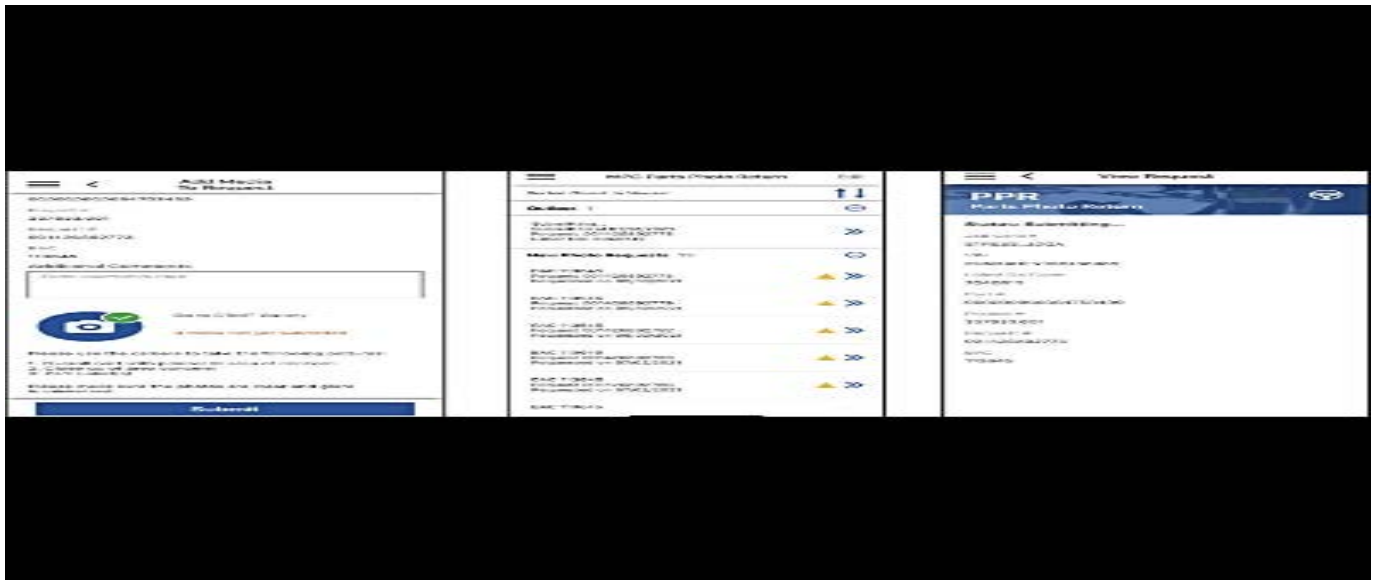
- Overall picture of causal part with pointer to the area of concern\*
  - Close-up area of concern of causal part\*
  - Part labeling on causal part\*
  - Other additional photos (Optional)
  - Video [maximum 15 seconds] (Optional)
- \* (required)

**Note:** These pictures are what make this process effective. It is imperative pictures submitted for a Part Photo Return request are as clear and detailed as possible.



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- 9. Once photos and video are completed, the service agent will click the back arrow in the top left to be brought back to the request page. If the service agent would like to delete photos, they can do this by using the edit function in the top right corner.

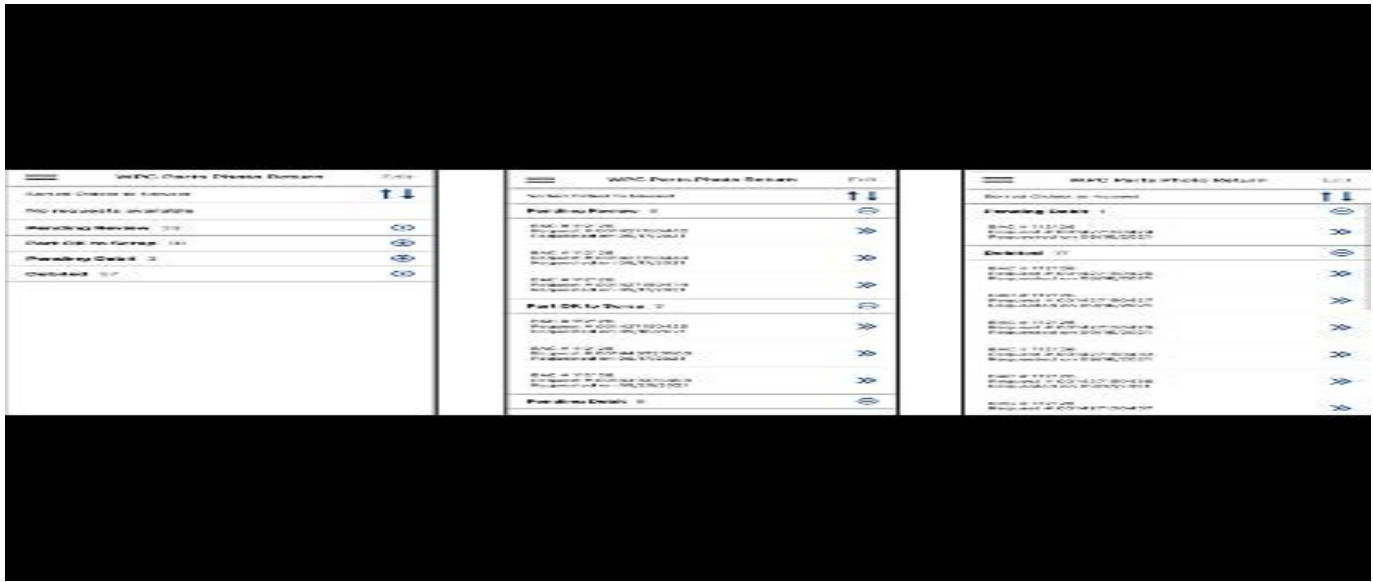


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- 10. The request can now be submitted with photos. Use the submit button to submit the request. This will automatically move the request to the outbox which will show the status of the request as "submitting." Once submitted, the service agent will be able to view the request under the "Pending Review" header.

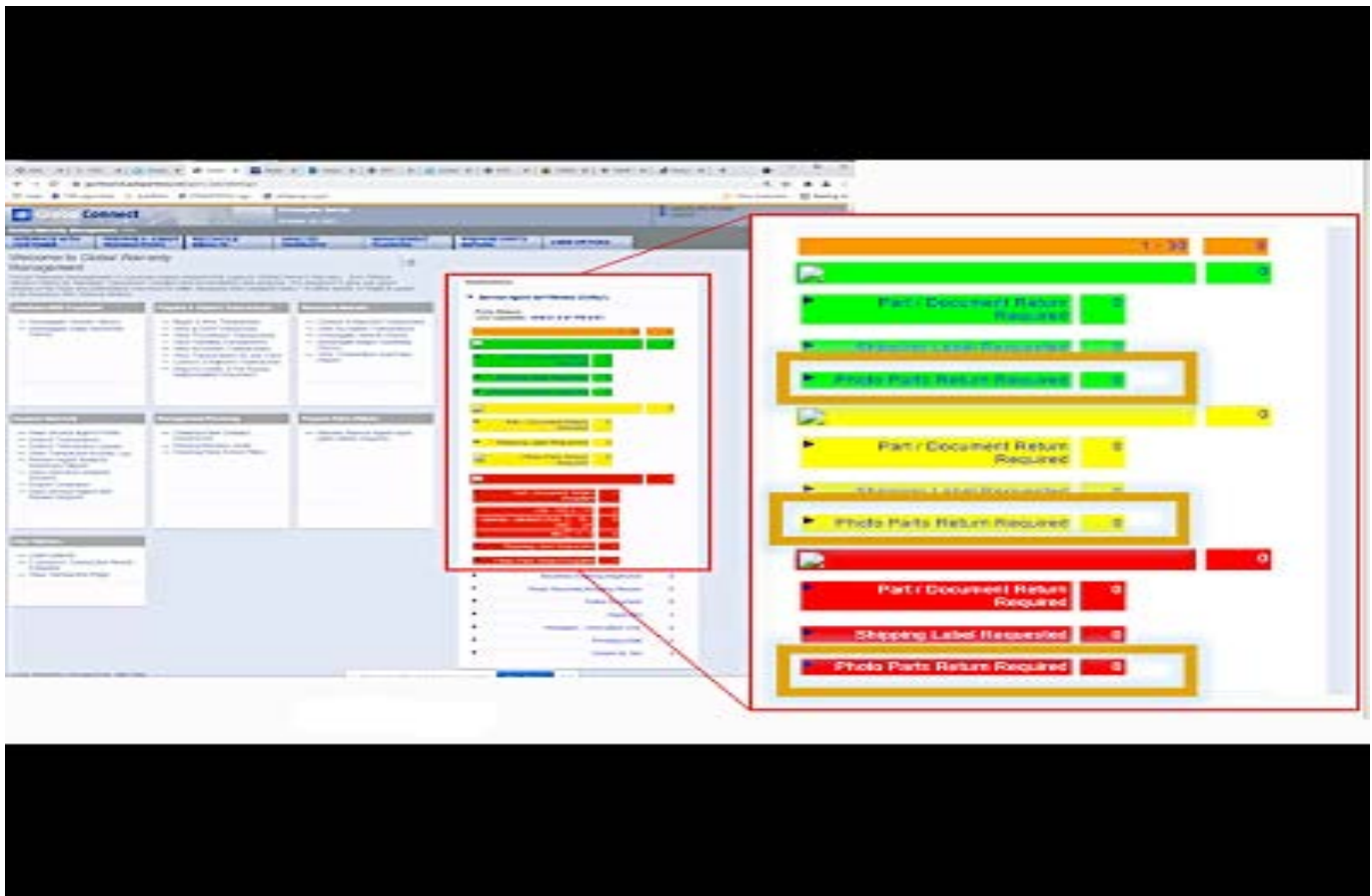
### Monitoring Part Photo Requests

Dealers will be able to monitor current and past part photo requests within the Certified Service Mobile Toolbox Application as well as in Global Warranty Management. This will allow complete oversight as to which parts are good to be scrapped and which parts may have to be shipped to the warranty parts center according to the review decision.



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Using the CSMT application, dealers will be able to view all Part Photo Return requests and see which status they are in. They can do this by expanding each header and view the individual requests.

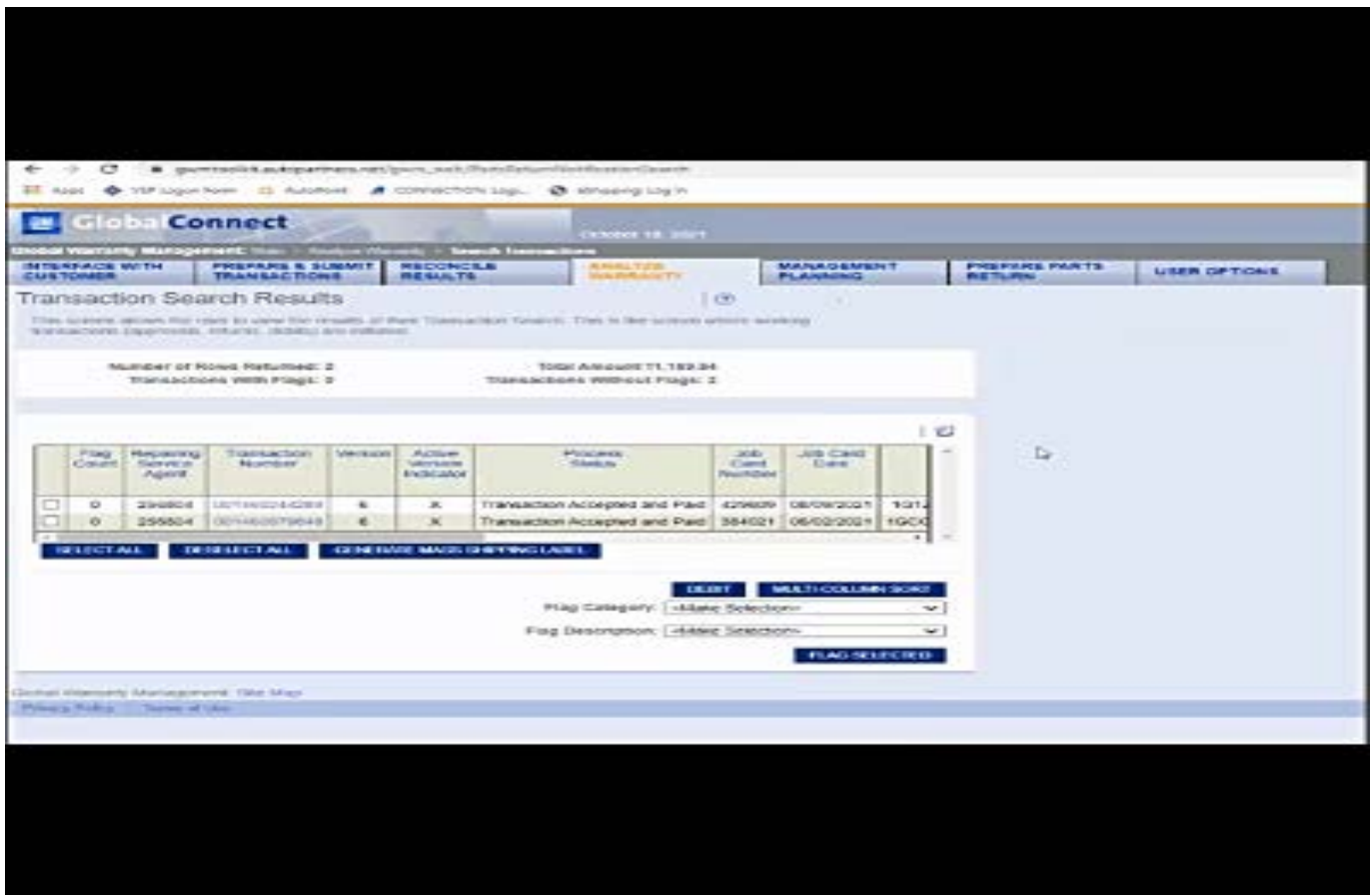


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Using GWM, Dealers will have an additional tab on the main page to monitor Part Photo Requests. This tab will be in a similar location to the current "Part Returned Required" tab. To view details about any Part Photo

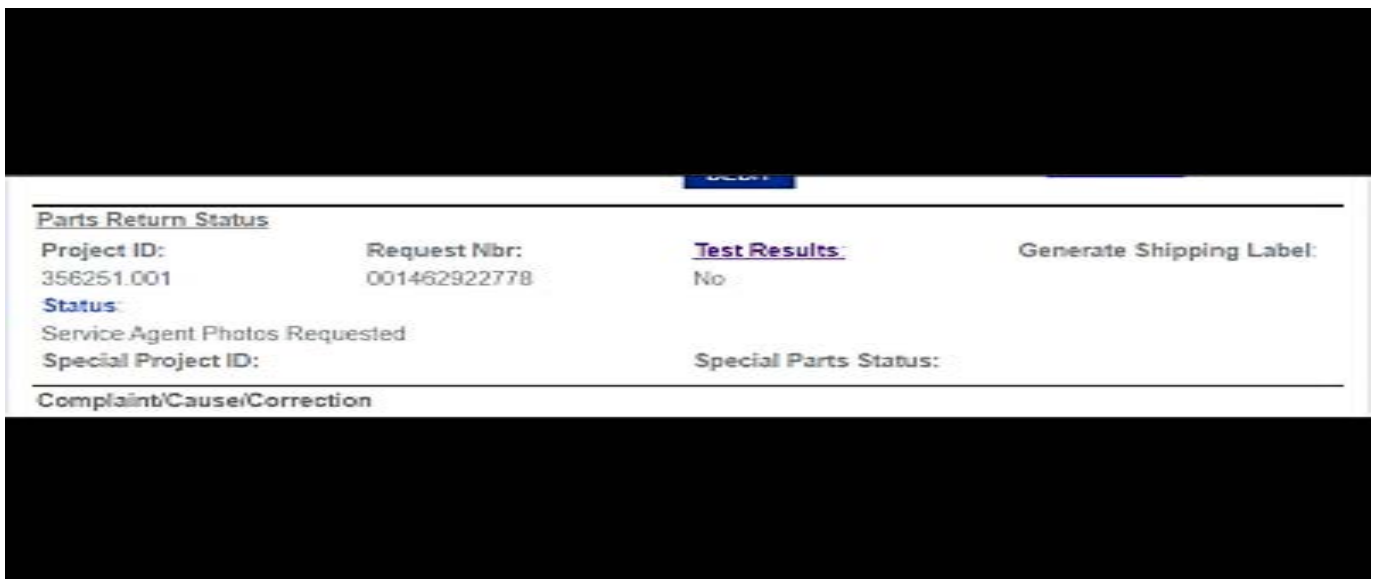
Return transaction, the dealer can select the number to the right of the desired tab. This will bring the dealer to a new screen with multiple transactions.





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To view details about any Part Photo Return transaction under that certain tab, the dealer can select a specific transaction number. From here, the transaction detail page will show.



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If the dealer would like to see the status of a current Part Photo Return, they can select the transaction detail screen and scroll down the page and view the status.

**Technical Support for the CSMT App:**

For U.S: Please reach out to the GlobalConnect Helpdesk at 888-337-1010, prompt 1, sub prompt 2.

**Frequently Asked Questions:**

Q1. Will information on this process be added to the WPC Bulletin?

A1. Once we launch nationally, Service Bulletin #99-00-89-019 will be updated with a section for the Part Photo Return Process.

Q2. What if a dealer gets a photo request and does nothing? Will they be debited?

A2. Yes. Requests not received within 10 calendar days will move the to debit status.

Q3. What if nobody in the parts department has downloaded the CSMT app?

A3. Dealer parts managers will be responsible for photo part process like they are today for hard part process. They must have a person responsible for utilizing the app to fulfill Part Photo Returns.

Q4. Who can use CSMT Part Photo Return and fulfill a Parts Photo Return Request?

A4. Parts Managers, Parts Advisors, Service Managers, and Warranty Administrators

Q5. Will dealers receive an Administrative Allowance for fulfilling a Part Photo Return Request?

A5. Part Photo Return Requests will be eligible to receive an administrative allowance for each submission (like the current WPC Part Return. For Part Photo Return requests that are scrapped locally, submit up to \$20 in the Net/Admin Allowance field of the transaction. (Total of \$20 Reimbursement) OR If the Part Photo Return is transitioned to a Physical Part Return, submit up to \$25 in the net/admin allowance field of the transaction. (Total of \$25 Reimbursement).

\*Note: The allowance maximum is \$25

Q6. How is a Part Photo Return different from a Pre-Repair Authorization (PRA)?

A6. A Pre-Repair Authorization (PRA) is the submission for an authorization request prior to replacing a certain group of components on a vehicle. A Part Photo Return is a reactive process where the part/component is in the parts inventory. A PRA is more specified process

that covers only certain components while the new Part Photo Return process will have a chance to cast a larger net.

Q7. Can a part/component be applicable to A Part Photo Return and a Pre-Repair Authorization?

A7. There is a possibility that a part/component can be applicable to both processes. We are working to limit the chance of this happening by educating requestors about both processes to reduce the amount of times a photo is taken of a certain part

Q8. What is the timeline difference for submission between a Physical Part Return and a Part Photo Return?

A8. Part Photo Returns allow the dealer 10 calendar days to complete a request. A Physical Part return allows dealers to have part arrive at Warranty Parts Center within 21 days (Shipping a physical part within 10 days of notification).

Q9. I work at multiple dealers with multiple BACs; how will I be able to submit Photo Requests?

A9. Each of your BACs should have a unique Global Connect ID for you. You should log in to the application with the appropriate Global Connect username and password.

Q10. What notifications/alerts will I receive about New Part Photo Requests?

A10. You will have to monitor either Global Warranty Management, like you do today for physical part returns, or you can monitor the Part Photo Return within the app. All the information can be found within the app. Additionally, you will receive a notification for confirmation of submitting a Part Photo Request.

Q11. What if a part does not have any part labeling?

A11. Due to the functionality of the app, you must have at least three photos before you are able to submit. If there is no part labeling on the causal part, please take one more detail photo of the causal part. Additionally, please write in the comments section of the request that there is no part labeling.

<b>Version</b>	1
<b>Modified</b>	Released January 28, 2022

