



Service Bulletin

Bulletin No.: 22-NA-070

Date: June, 2022

INFORMATION

Subject: Information on Certified Service Mobile Toolbox Application (CSMT) Replacement Parts Traceability (RPT)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Trucks	2015	2023	—	—	—	—
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	North America
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Replacement Parts Traceability (RPT) Process Overview and Introduction:

The General Motors Replacement Parts Traceability (RPT) process is a method to aid in tracking certain part replacements on a vehicle. By using the Certified Service Mobile Toolbox Application (CSMT) - Replacement Parts Traceability (RPT) function, the dealer will scan the VIN of the vehicle and the barcode/QR code of the new part being installed on the vehicle. Once submitted, this information will then be stored in a database where key stakeholders will be able to reference replaced parts for future use.

By using the Replacement Part Traceability function of the CSMT app, General Motors will be able to know exactly which parts are on a vehicle, even after a service part replacement.

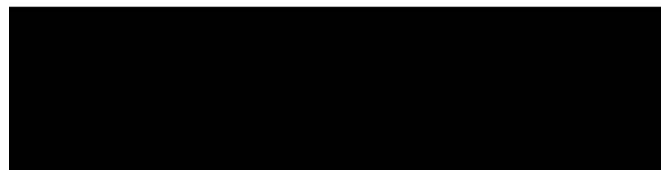
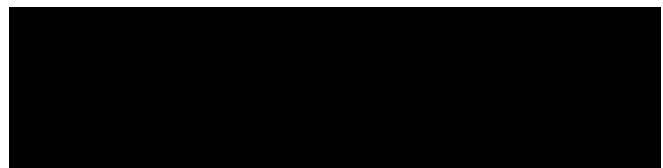
Note: Not every part replacement part will need to be scanned using the CSMT app. If the situation arises that General Motors would like to trace the replacement part, the documentation (Bulletin/Field Action/Recall) will make note that the technician must use the Replacement Part Traceability (RPT) function.

Fundamental Steps of Replacement Part Traceability:

1. Dealer will receive communication to document specific issue/part serial numbers. This will most commonly be through a bulletin, field action, or recall.
2. The technician will use CSMT to scan the VIN of the vehicle and the dealer-installed part serial number/barcode. The technician will then submit the information through the CSMT application.
3. Data is sent to General Motors Database where VIN and part serial number will be stored for potential future use.

Technician Steps to submit a Replacement Part Traceability:

1. Dealers receives Communication to Document Specific Issues/Part Serial Numbers
2. Dealer Service Tech uses CSMT App (RPT) to Scan VIN and Part Serial Number, completes and submit request



1. **CSMT** - Log into RPT
2. **Scan Buttons** - (1) Scan VIN: can be scanned through the windshield or the QR barcode on the door jam (2) Scan Part Traceability Number bar code

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3. **VIN Validate** - Once the information fields are populated, check and validate/select proper VIN
4. **Complete and Submit** - SUBMIT to complete/send email

Common Terms:

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

- RPT = Replacement Part Traceability
- CSMT = Certified Service Mobile Toolbox
- Service Agent = Retailer / Dealer / Dealership

CSMT Scan Requirements

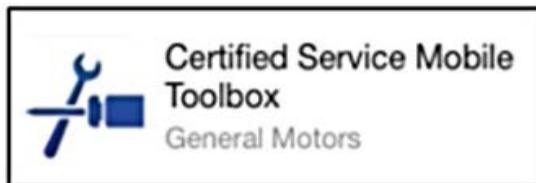
The scans required for the RPT Process will be:

- The VIN of the vehicle the replacement part is being installed on
- The replacement part serial number/barcode

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 app can be found and downloaded from the Google Play Store (Android phone and tablets) and the Apple App Store (Apple phone and tablets). Please note that with the large variety of phones and operating systems, not all functionalities will appear/operate the same on all devices.

1. You must have an E-mail application on your phone.



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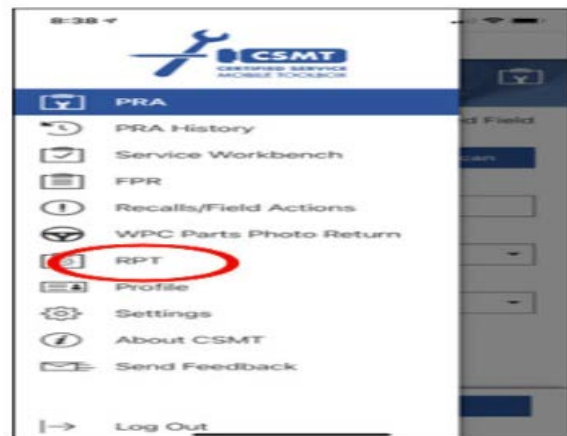
2. You can find the application in the Play Store and in the Apple App Store by searching for "Certified Service Mobile Toolbox."
3. Download and install the CSMT app on your device.

Information for Dealer (Service Technician, Service Manager, Parts Manager, Part Advisor, etc.) on how to complete a Replacement Part Traceability (RPT) submission



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1. When you first load the CSMT app, you will be asked to use your **GlobalConnect ID and password** to log in. Once logged in, you will need to fill in your profile.
2. Once a profile has been created, you will enter the CSMT application.

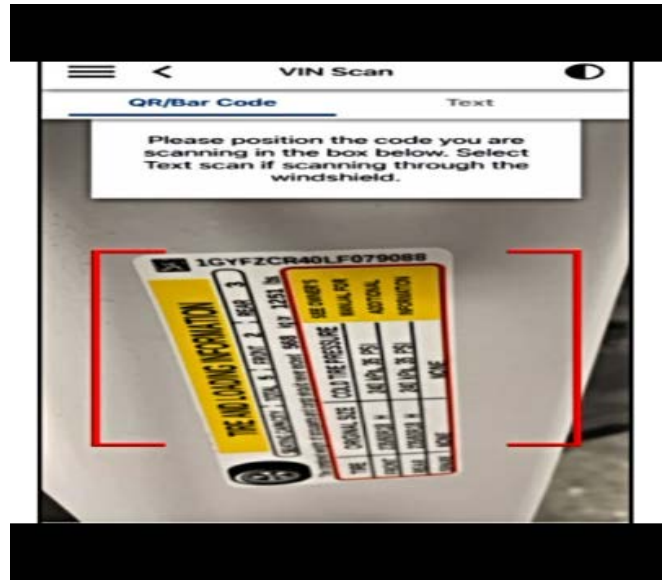


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3. To view the side bar menu, use the three bars in the top left corner. From here, you will select RPT (Replacement Part Traceability).



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4. After selecting RPT, you will be brought to a new screen that will have fields for you to fill out via the camera scan tool (manual entry via the keyboard is also an acceptable way of completing the fields). By using the scan buttons, the camera will automatically open within the application to allow the VIN and Traceability Number to be scanned.

4.1. VIN Scan: VIN Scan has the option of scanning the VIN text through the windshield or the QR barcode on the door jam. Select the appropriate option. Once scanned, a prompt will appear, and you must confirm that this is the vehicle the new part is being installed on. Use the red brackets to aim camera towards the VIN or QR barcode.



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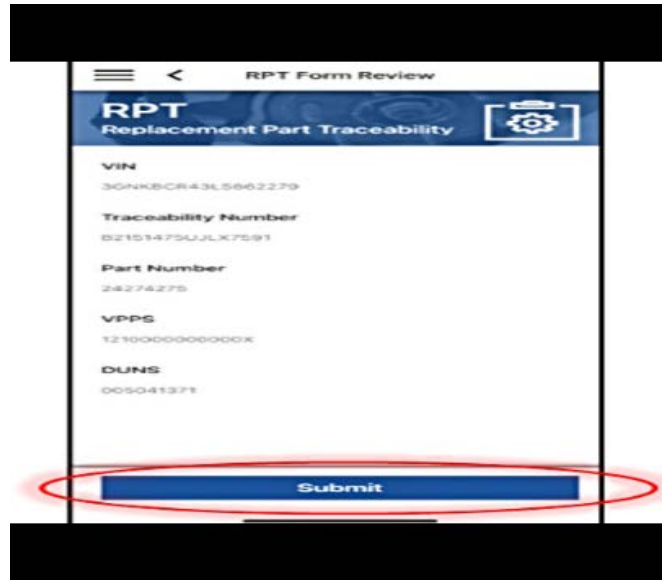


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4.2. Part Traceability Number Scan: Scan the Part Traceability Number QR code/bar code. If scanned correctly, Part Number, VPPS, and DUNS should auto populate for the user. Use the red brackets to aim the camera towards the QR barcode.



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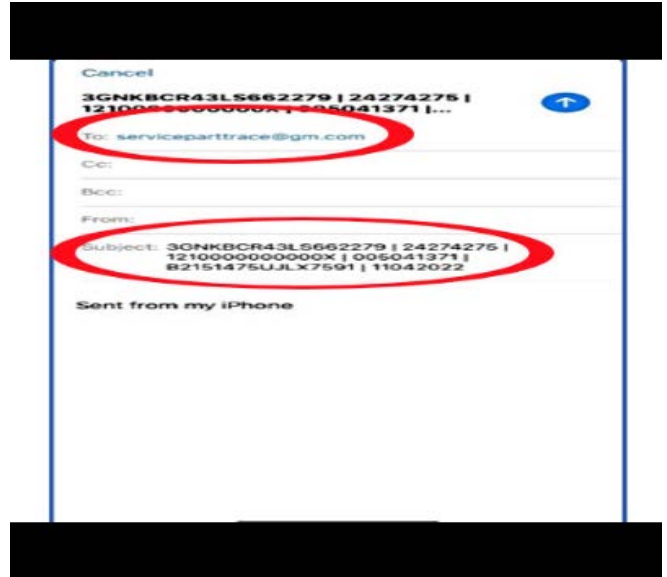
Note: If the scan function is having a difficult time scanning the VIN and/or Traceability Number, move the camera closer/further to give better chance of scanning.

4.3. If the scan function is not cooperating on your device, you can enter the information manually. Please refer to the example below regarding which numbers correspond to which field in the picture above.

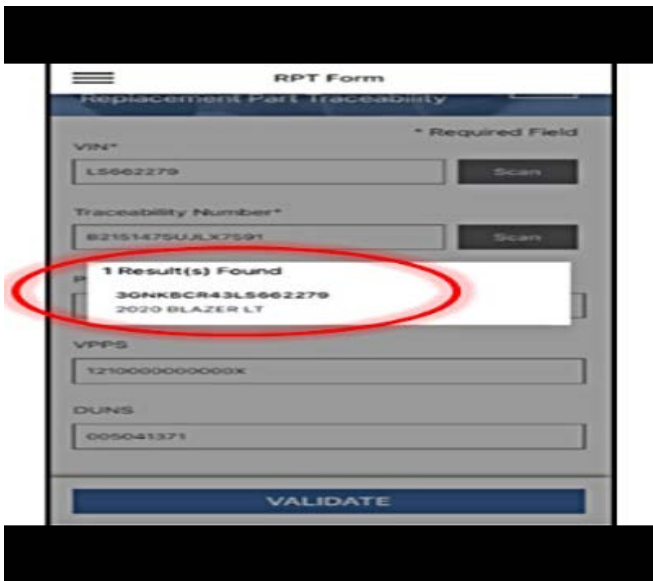
From the recall example photo:

Part Number: 7503881C91
 VPPS: 477010100000R
 DUNS: 74040
 Traceability Number: 21221258RH006120

6. After confirming that is the correct VIN, the information can be reviewed and submitted.

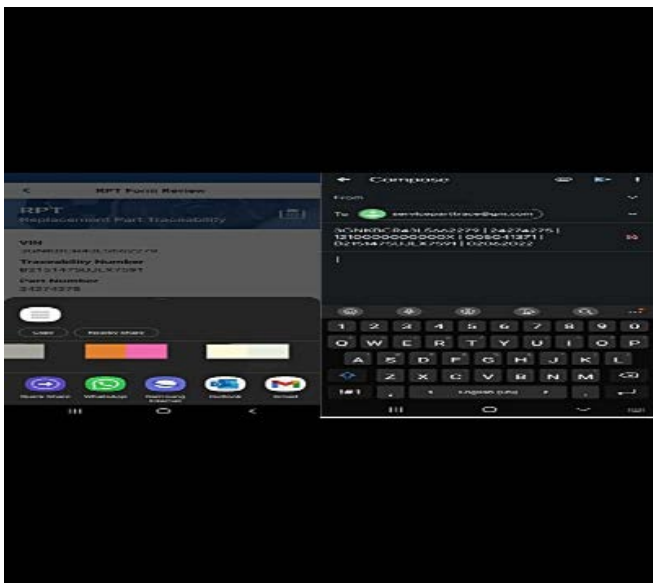


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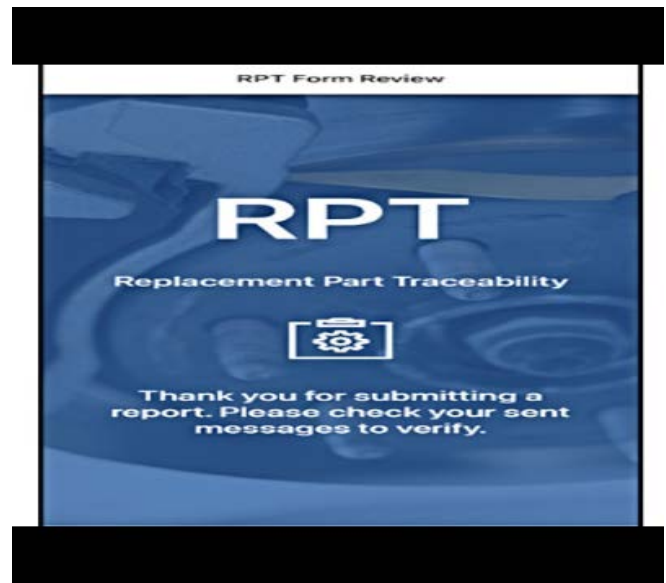


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5. Once all information is completed, click the validate button. A new prompt will appear where you must confirm that the VIN is correct for the vehicle you are installing the new part on.



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Note: If you are submitting with an **Apple** device, you must have an email associated in the Apple email application. After selecting the submit button, an automated email will populate (within the Apple mail application) with the appropriate information. Please send the email to complete the RPT process. To confirm the email has been sent, please review your email outbox, and look for an email that is sent to "serviceparttrace@gm.com."

If you are submitting with an **Android** Device, you must select which email application you want to use (Outlook, Gmail, etc.). After selecting the appropriate email application, an email should auto populate with the appropriate information. Please send the email to complete the RPT process. To confirm the email has been sent, please review your email outbox, and look for an email that is sent to "serviceparttrace@gm.com."

- Submitting a RPT happens through the user's email application. After selecting the submit button, an automated email will populate with the appropriate information. Please send the email to complete the RPT process.

Note: On some devices, you may have to choose which email client you would like to use (Gmail, Outlook, Apple Mail, etc.).

Important: If there are multiple new parts being installed, the documentation and instructions will inform the technician to scan the appropriate parts.

To scan multiple parts for RPT:

- Technician will scan the VIN and scan first new part (barcode or QR code) and submit completely (send email).
- Scan the VIN again and scan second new part (barcode or QR code) and submit completely again (send additional email).
- Repeat as required.

Frequently Asked Questions

Q1. Will Replacement Part Traceability be required for every part replacement on the vehicle?

A1. No, Replacement Part Traceability will be used for critical replaced parts and the technician will be instructed to complete a RPT submission.

Q2. How will I know that I need to use the Replacement Part Traceability function of the CSMT application?

A2. There will be information within the part replacement documentation (bulletin, field action or recall) that will instruct you to complete a Replacement Part Traceability submission.

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

A3. The CSMT app is used as part of several required processes. Each dealer must ensure that team members have access to the CSMT app through a compatible device.

Q4. Who can use CSMT Replacement Part Traceability (RPT) and fulfill a Replacement Part Traceability submission?

A4. Parts Managers, Parts Counter Person, Technician, Technician Apprentice, and Service Managers

Q5. What if the new replacement part does not have a traceability number?

A5. Stakeholders within General Motors will ensure that there will be a traceability number which can be scanned on the replacement part if we ask for a RPT submission.

Q6. What if multiple replacement parts need to have RPT.

A6. If more than one part is being replaced, the instructions in the bulletin will include details to scan the first part and submit the RPT; Then continue to the second part and submit an RPT.

Q7. How can I confirm that the RPT has submitted successfully?

7A. The user can look in their sent folder within their email application on their device. There should be an email being sent to serviceparttrace@gm.com.

Q8. Do I still need to document the traceability number on the job card if I complete an RPT?

A8. No, you do not need to document the traceability number on the job card if you have submitted the RPT for that transaction. If your DMS is requiring you to still input the serial number in the transaction, please reach out to your DMS representative.

Q9. What do I do if the traceability number will not scan?

A9. If you are having a difficult time scanning the traceability number, please center ONLY the QR code portion of the label within the red brackets.

Q10. What should I do if I submitted incorrect information when completing an RPT?

A10. If you submitted incorrect information when completing an RPT, please resubmit using the correct information.

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
- For Canada: Please reach out to the Dealer Support Services phone number 1-800-265-0573. Language prompts: 1- English, 2- French

Version	3
Modified	Released March 30, 2022 April 20, 2022 – Updated information throughout the bulletin, including adding step 7. June 24, 2022 – Added the 2023 Model Year, a picture above steps 4.2 and 4.3, another picture and a Note under step 6 and Q7-Q10 under Frequently Asked Questions.

