



Service Bulletin

Bulletin No.: 10-00-89-006I

Date: October, 2022

INFORMATION

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

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

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

This bulletin has been revised to add the 2022-2023 Model Years, remove references to the Enhanced and the Legacy PIR forms, and update information on the CSMT Phone App. Please discard Corporate Bulletin Number 10-00-89-006H.

Effective October 1, 2022, the Certified Service Mobile Toolbox Application (CSMT App) is the only method for PIR submission to General Motors of Canada Company (GMCC). The legacy method of submitting a PIR via the Product Information Report Online (PIR Online) tool in GlobalConnect has been decommissioned.

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 when and how to submit a 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.

The Critical Product Concerns are: Safety, no start, walk-home conditions.

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

Critical Timing: Safety Concern, Vehicle in dealership, Concerning plant build condition.

Critical Information: Safety concerns, vehicle currently at dealership with issue present, assembly plant build 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 have required 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

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

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

Process of Submitting a Product Information Report (PIR)

Note: The CSMT Mobile Phone App is the only method for PIR submission.

Submit Product Information Reports (PIRs) using the Certified Service Mobile Toolbox Application (CSMT App). The CSMT Phone App allows you to send PIRs from your phone with photos or video.

To submit a PIR, you must have:

1. CSMT Phone App installed
2. E-mail application on your phone

Photos/Video

Important: Photos and/or video must be taken while in the process of completing the PIR (while attaching a previously saved photo or video is not currently permitted, it will be available soon in a coming update to the CSMT app).

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)

Using the CSMT Mobile Phone App to Submit a PIR

The CSMT App provides a Product Information Reporting (PIR) tool within the application. Other tools within the CSMT App include the Pre-Repair Authorization (PRA) Process. (Refer below to "Getting the App")

Steps to submit a PIR via the CSMT App:

1. You see an issue with a GM product and would like to submit a Product Information Report.
2. Open the CSMT application and log in using your Global Connect ID and password.
3. Select PIR from the Menu.
4. Enter the last 8 digits of the VIN (or full VIN or Scan), tap VALIDATE, then select and confirm Vehicle.
5. Enter Odometer and Condition (mandatory fields).
6. Enter additional information (Cause, Correction, Job Card #, TAC Case #, Parts Manager Name, Parts Manager Phone Number, Parts Manager Email, Part #, Comments).
 - Scroll down until you have filled in all applicable boxes.
 - When you get to the bottom, you will see the camera icon.
7. Tap the camera icon to enter "Gallery" view, then tap "Add Media" to take a photo(s) and/or record a video to help describe the issue.
 - If photos/video are taken, they will be displayed in "Gallery" view.

- If necessary, tap Edit to select and delete any unwanted media.
 - When done with photos/video, tap the back arrow to exit "Gallery" view.
8. Tap Next and review your data in "PIR Form Review", prior to final submission.
 - Carefully review the data and any photos/video media attachments.
 - This is the last opportunity to edit your report data and media entries.
 - If necessary, tap the back arrow to continue editing as required.
 9. When satisfied, tap Next and advance to the E-mail screen.
 - The report will be sent from the E-mail application you have installed on your phone.
 - If prompted, select the E-mail application to utilize while submitting the report (i.e., Gmail).
 - You will now see the report data in your E-mail application, and ready for submission. (You may need to scroll to view the entire report with any pictures and video attachments).

Important: DO NOT use the back button on the E-mail screen or use your phone's menu back button. The back button will cancel your report and erase all entries and photos.

10. From this window, you MUST select the Send icon or command on the screen to complete the submission of the PIR.
11. An on-screen message will appear for three seconds displaying *"Thank you for submitting a report. Please check your sent messages to verify."*

Note: A successful PIR submission can be verified by reviewing the "Sent" messages within your phone's E-mail application.

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.

Note: The current CSMT Version 3.6 is only compatible with the following devices:

- Apple iPhone or iPad devices must have operating systems (iOS) version 13.6 or higher
- Android devices must have operating systems (OS) version 8.1 and up

How to check the version of your operating system:

Apple: Settings/General/About/Software Version

Android: Settings/About Phone/Software Information/
Android Version

What if my device is not compatible?

Users should first check to see if there are system updates available for their device. Apple and Android devices unable to update to a compatible system will no longer be able to access or use the CSMT app. Users may want to consider upgrading to a compatible device.

