INFORMATION

Subject: Information for Dealers/Technicians on When and How to Submit a Field Product Report (FPR) (U.S. and Canada Dealers Only)

Models: 2024 and Prior BrightDrop, GM Passenger Cars and Trucks (including Medium Duty)

Attention: Effective September 1, 2023 the Product Information Report (PIR) process in Canada has been renamed Field Product Report (FPR) to align with global terminology. This bulletin replaces Canadian dealer Bulletin Number 10-00-89-006.

This bulletin has been revised to include Canada. Please discard Corporate Bulletin Numbers 02-00-89-002V and 10-00-89-006I.

Note: Please remember that Low Cab Forward trucks should also have Field product reports submitted as any other GM product. Please pass this along to your MD service facility and MD service team.

Dealers/Technicians play a key role in reporting product issues via Field Product 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 Field Product Report.

Submitting a Product Report

Field Product 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 Safety, no start, and 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, field product 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 PDI or with GM Accessories

Service Information (SI) Feedback, not Field Product 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

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

Process of Submitting a Field Product Report (FPR)

Note: For U.S. dealers, there are two ways to submit a product report.

1. By E-mail to electronicproductreport@gm.com
2. With a mobile CSMT app

Canadian dealers submit a product report with the mobile CSMT app.

You will receive a confirmation E-mail when your report is received regardless of which method you chose. The reply will come to the E-mail address that sent the report and if a preferred E-mail is listed in the report, to that E-mail also.

Using the E-mail form to submit a Field Product Report (U.S. dealers only)

Steps to complete Field Product Report:

1. Dealership employee sees an issue with a GM product and would like to submit a Product Report.
2. Fill out the form located on GM Global Connect — Service Workbench — Service Forms.
3. E-mail the form to electronicproductreport@gm.com. Include any photos, videos, or sound files.
4. For photo advice, please refer to the latest version of Corporate Bulletin Number 07-00-89-036.

Field Product Report – Form (U.S.)

Field product reports should be e-mailed with following information. The form is also available on the GlobalConnect, Service Tab, Service Forms page.

Field Product Report
VIN (All 17 Digits)
Mileage:
Condition:
Cause:
Correction:
Dealer BAC Code:
Dealer Name:
Dealer Address:
Dealer Contact Name:
Dealer E-mail Address:
Repair Order Number:
If Available — TAC Case#:
If Available — Part Number:
Digital Photos Available: _____ Yes _____ No
Parts Available: _____ Yes _____ No
E-mail All Product Reports to: *electronicproductreport@gm.com (U.S. dealers only)*   ** Include Photos, Videos or Sound if Applicable **
It is recommended that dealers make copies of the form above and supply all the information before submitting the report.

Using the CSMT Mobile Phone app to submit a Field Product Report

The Certified Service Mobile Toolbox Application (CSMT App) provides a Field Product Report (FPR) 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 FPR via the CSMT App:

1. You see an issue with a GM product and would like to submit a Field Product Report.
2. Open the CSMT application and log in using your Global Connect ID and password.
3. Select FPR 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 "FPR 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 FPR.
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 FPR 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 3.7 is only compatible with the following devices:

• Apple iPhone or iPad devices must have operating systems (iOS) version 15.6 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.

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