



Service Bulletin

Bulletin No.: 20-NA-138

Date: September, 2024

WARRANTY ADMINISTRATION

Subject: Warranty Administration – Engine and Transmission Assembly Replacement (U.S. Only)

Attention: Vehicles with Transmissions that contain High Voltage Electric Drive Motors are exempt.

Note: Canadian Dealers should refer to Service Bulletin # 16-NA-338.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Light Duty Trucks (U.S. Only)	2005	2025	—	—	—	—
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	United States
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Policies Applicable to All U.S. Dealers for Engine and Transmission Assembly Replacement Under Warranty, Policy, or Customer Enthusiasm

Engine Calibration Verification: Complete the engine calibration verifications prior to disassembly or replacement per the following or other applicable bulletins. As per each bulletin listed below, this calibration information for applicable vehicles must be e-mailed to taccvn@gm.com. Dealers will receive an e-mail from the Calibrations Group after the calibrations have been validated as OEM. Attach the completed Calibration Verification Number (CVN) to the job card and retain it in the vehicle history file. See bulletin listed below for complete details and applicable vehicles.

- **09-06-04-026:** V8, HfV6, 2.0L LSY and 2.7L L3B Gasoline Engines
- **20-NA-090:** Duramax® Diesel L5D, L5P, LM2, LZO, L5P Engines
- **17-NA-100:** 2017-2019 Duramax® Diesel L5P Engines
- **14-06-04-003:** 2014-2016 Duramax® 6.6L Turbocharged Diesel Engines
- **16-NA-325:** 2.8L Duramax® Diesel Engines

Assembly Serial Numbers: Technicians must document the serial numbers from the failed assembly and the replacement assembly on the job card. When submitting the transaction for payment, the serial number of the failed assembly must be included in the “Correction” field, and the serial number of the new assembly must be submitted in the assembly part number “Serial Number” field.

Powertrain Contact Center (PCC): Dealers working with the PCC on GM Performance Part repairs, or to reimburse Independent Service Centers (ISC) for assembly repairs, must continue to follow the existing PCC processes. Please refer to Article 4.9 of the Service Policies and Procedures Manual for applicable policies.

Repair vs. Replace: Per GM Service Policies and Procedures Article 5.15, dealers are to perform the most cost economical repair when considering assembly repair or replacement. GM recommends Service Management involvement in all decisions regarding replacement of an engine or transmission assembly. Technicians must document on the shop copy of the job card any verified symptoms, the cause of failure and any DTCs. A cost comparison worksheet is recommended to use in calculating the most economical repair.

The Engine and Transmission Cost Comparison Worksheets can be found at:

- Dealers in the United States: GlobalConnect Support tab > TAC & PQC Links and Forms.
- If it is determined that the most economical repair is assembly replacement, dealers can proceed with assembly replacement. Pre-Approval requests submitted through the Empowerment Portal when assembly replacement is found to be the most economical repair are not necessary and will be voided if received. It may be required to route transactions to the Warranty Support Center (WSC) if the transaction exceeds allowed limits for the Service Agent.

Part Restrictions: ALL dealers are required to contact the Product Quality Center (PQC) for any assemblies currently on restriction such as select transmissions, gasoline and diesel engines or assemblies that are part of an exchange program.

- Contact the PQC by opening a new case via Dealer Case Management (DCM). From the DCM home page, click on "New PQC Case" found on the Technical Assistance tab.
- Product Quality Center (PQC) Contact Information
- Hours of Operation: Monday – Friday from 9:00 AM – 7:00 PM Eastern Time
- E-mail: PQC@gm.com
- Phone: 1-866-654-7654

Assemblies Replaced for Customer Satisfaction: There may be a warranty or policy situation where an assembly can be repaired for less cost than replacement, but due to customer satisfaction reasons an assembly replacement should be considered. In these cases, dealer Service Management must receive pre-approval for assembly replacement via the Dealer Aftersales Empowerment Portal.

Note: Assemblies replaced for Customer Satisfaction are NOT considered "Customer Enthusiasm" and dealers must not select the "Customer Enthusiasm" indicator on the warranty claim. Customer Enthusiasm only applies to repairs within the time and mileage limitations of the Bumper-to-Bumper Limited Warranty period where the known cause of the failure is not a result of a manufacturers defect.

Assemblies Replaced When No Cause of Failure Is Determined: There may be situations where multiple repair attempts and/or extensive diagnosis leads to no identifiable cause of failure and for customer satisfaction reasons an assembly replacement should be considered. If no cause of failure is determined, either contact TAC for further assistance or dealer Service Management must receive pre-approval for assembly replacement via the Dealer Aftersales Empowerment Portal.

Assemblies Authorized by Brand Quality or Field Service Engineering (FSE) When No Cause of Failure is Determined: Assembly replacements authorized by Brand Quality or an FSE do **NOT** require pre-approval via the Dealer Aftersales Empowerment Portal. Brand Quality or FSE submit notes to TAC for inclusion in the Siebel system (TAC Case). Documentation in the job card's Complaint/Cause/Correction fields must confirm that recommended diagnostic steps were exhausted without remedying the abnormality and that Brand Quality or FSE were involved with the decision to replace the assembly. GM verifies alignment of the Siebel case comments with the submitted Job Card comments when determining whether or not to accept the transaction.

Note: TAC is not authorized to approve Assembly Replacement without the involvement of Brand Quality or FSE. When approval is received by the dealer for assembly replacement via TAC, TAC case comments must indicate the specific Brand Quality or FSE approval.

Assemblies Replaced Due to Subcomponent Part Delays: There may be situations where transmission components necessary to perform a repair are on a parts backorder and for customer satisfaction reasons an assembly replacement should be considered. In these cases, dealer Service Management must receive pre-approval via the Dealer Aftersales Empowerment Portal for assembly replacement from GM.

When GM Pre-Approval is Required for Engine or Transmission Assembly Replacement, follow these steps:

- DO NOT contact your District Manager Aftersales (DMA, DMA-Remote, or DVM) for approval.
- Request pre-approval through the Dealer Aftersales Empowerment Portal on GlobalConnect.
- Provide all required information. Be prepared to include the following information: job card number, VIN, mileage, how many times the vehicle has been in for the concern, and number of days down.
- Business Reason comments should include if there are any vehicle alterations or aftermarket parts, and if the concern has been duplicated by your dealership.

- After obtaining approval, proceed with the repairs and submit the transaction, attaching the approved Dealer Aftersales Empowerment Portal request.

Important: Agreement from TAC or PQC (based on the information provided by the Dealer Service Personnel) to replace an assembly does not constitute final determination that the transaction meets all Service Policy and Procedure requirements. General Motors reserves the right to audit the transaction, consistent with applicable law, to ensure compliance with applicable Service Policies and Procedures.

Submission of Warranty Transaction in Global Warranty Management

When submitting the engine or transmission assembly replacement transaction, follow these steps listed below:

1. Enter the serial number of the failed assembly in the “Correction” field, and the serial number of the new assembly in the assembly part number “Serial Number” field.
2. Scan the shop copy of the job card and attach it to the transaction. Include technician time stamps in support of diagnosis time or Other Labor Hour (OLH) labor time requests.
3. Include any related CAC case numbers, BQM or FSE notes and documents, and TAC case if applicable.
4. If you used a Cost Comparison Worksheet, scan and attach it to the transaction.
5. The transaction may require routing for GM authorization (H route) to the Warranty Support Center (WSC) for processing.

Parts Return Requests: If an assembly is requested by the Warranty Parts Center (WPC), include all parts with your return. Clearly mark or circle with a paint pen the area of concern on the part such as a leak, crack, premature wear or other defect. All fluids must be drained prior to shipping. The engine oil filter must be drained of oil, properly packaged and secured in a plastic bag and attached to the engine assembly. Engine and transmission assemblies must be reassembled sufficiently to allow safe handling. Ensure the engine or transmission are securely fastened to the shipping crate or shipping container in order to prevent damage or injury during shipment. The following must be attached to the return shipping container:

- A legible copy of the shop copy of the job card showing technician comments and containing the serial number of both the failed assembly being returned and the replacement assembly being installed.
- A completed Calibration Verification Number (as applicable).
- Refer to the latest version of WPC Bulletin 99-00-89-019: Global Warranty Management (GWM) Warranty Parts Center (WPC) Parts Return Program Information for more details.

Core Charges: Assemblies with core charges must be retained for 72 hours beyond receipt of transaction payment shown in the Global Warranty Management System on the Transaction Summary Report. If a Warranty Parts Center (WPC) part return request is not received within 72 hours, the core can be shipped to the Core Return Center.

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Modified	Released June 23, 2020 Revised March 11, 2021 – Added the 2021 Model Year and updated the Service Bulletin references. Revised July 13, 2021 – Added the 2022 Model Year and updated policies and process for situations requiring GM pre-approval. Revised November 18, 2022 – Added the 2023 Model Year and updated information under Engine Calibration Verification, When GM Pre-Approval is Required for Engine or Transmission Assembly Replacement and Assemblies Authorized by Brand Quality and Field Service Engineering (FSE) When No Cause of Failure is Determined sections. Revised September 17, 2024 – Added the 2024-2025 Model Years and updated information throughout the bulletin.

