



# Service Bulletin

## INFORMATION

**Subject:** Information for Service Agents Not Required to Contact Product Quality Center (PQC) for CNG, LPG or Gasoline Engine, Transmission and/or Transfer Case Replacement Authorization

**Models:** 2013 and Prior GM Passenger Cars and Light Duty Trucks  
Equipped with CNG, LPG or Gasoline Engine, Automatic or Manual Transmission and/or Transfer Case

**Attention:** This Bulletin information excludes vehicles equipped with an Allison transmission, specified vehicles equipped with a Duramax™ diesel engine or any Powertrain/Drivetrain assembly that is currently on restriction. All Service Agents are still required to contact the PQC for Allison transmission replacement, specified vehicles equipped with a Duramax™ diesel engine replacement and any current restrictions or exchanges.

*This bulletin is being revised to update the Subject text, the information, add specified vehicles equipped with a Duramax™ diesel engine, change the term “Dealer” to “Service Agent”, change the term “Claim” to “Transaction” and inform most Service Agents that beginning February 4, 2013 they are no longer required to contact the PQC for CNG, LPG or gasoline engine, transmission and/or transfer case replacement authorization. Please discard Corporate Bulletin Number 12-07-30-001A (Section 07 – Transmission / Transaxle).*

### **CNG, LPG or Gasoline Engine, Transmission and/or Transfer Case Replacement Process for Service Agents With Regional Empowerment Level**

Beginning February 4, 2013, most Service Agents will no longer be required to contact the PQC for CNG, LPG or gasoline engine, transmission and/or transfer case replacement authorization.

Some Service Agents will still be required to contact the PQC for **ALL** engine, transmission and/or transfer case assembly replacement authorizations. Those Service Agents that are required to contact the PQC will be notified by letter and by their regional representative.

### **Service Agents Not Required to Contact the PQC for CNG, LPG or Gasoline Engine, Transmission and/or Transfer Case Replacement Authorization**

You are no longer required to contact the PQC **and** are not required to have a pre-authorization to either repair or replace an engine, transmission and/or transfer case. The Service Manager has the authority and the responsibility to make the decision regarding either repairing or replacing these assemblies.

It is still required that you examine both alternatives and make the best decision for the customer, while keeping expense management in-line. Your past performance has given you this additional empowerment within the Global Warranty Management (GWM) system and your future performance will impact the retention of this enhanced empowerment.

It is required that all engine, transmission and/or transfer case assemblies with core charges are retained for 1 day after the Transaction has been paid. Components without core charges that have not been requested to be returned by the WPC must be retained as outlined in Service Policies and Procedure Manual Article 1.7.3. Any assembly that is replaced may need to be returned to the Warranty Parts Center (WPC) for review.

### **Submitting Engine, Transmission and/or Transfer Case Transactions Into Global Warranty Management (GWM) / Record Retention Process**

Service Agents **MUST** complete the following in order to submit engine, transmission and/or transfer case Transactions into GWM:

1. As applicable, insert the transmission flush code in the labor operation dependency field.
2. For engine, transmission and/or transfer case assembly replacements, document the serial numbers of **BOTH** the failed component being removed and the replacement component being installed.
3. Submit the warranty Transaction with the appropriate authorization code, if required: **As an example: (A / E / P)**

Service Agents are required to retain the completed Repair Estimate - Replacement Component Assembly Estimate worksheet. Attach the Repair Estimate - Replacement Component Assembly Estimate worksheet to the repair order, document the transmission flush code and Calibration Verification Number as applicable. Retain **all** documentation in the Service Agent Vehicle Service History File.

**Notice:** For information regarding the Calibration Verification Number, refer to the latest version of Corporate Bulletin #08-06-04-006 or #09-06-04-026 in SI.

## All Service Agents Are Still Required to Call the PQC for an Assembly Replacement Authorization for These Components

**Notice:** As a reminder, all Service Agents are still required to call the PQC for an assembly replacement authorization for the following components:

- Current parts restriction on the Allison transmission.
- Current parts restriction on the Duramax™ diesel engine for the following vehicles:
  - Model Year 2010 Chevrolet Express Equipped with RPO LGH.
  - Model Year 2010 GMC Savana Equipped with RPO LGH.
  - Model Year 2011-2013 All Vehicles Equipped with RPO LGH or LML.
- Any component listed in a current parts restriction.
- A current assembly exchange program.

The service department personnel should be prepared to provide diagnostic information.

## Returning an Assembly

**Notice:** Service Agents may be requested to return the assembly to the Warranty Parts Center (WPC) for inspection. Failure to perform the following procedures may result in a debit for the repair.

When returning an assembly the following **MUST** be attached to the return shipping container as indicated by the instructions supplied with the new assembly:

- A legible copy of the repair order containing the serial number of **BOTH** the failed assembly being returned and the replacement assembly being installed.
- Document the transmission flush code (as applicable).
- A completed Calibration Verification Number (as applicable).
- A completed Repair Estimate - Replacement Component Assembly Estimate worksheet for the assembly category.
- All fluids **MUST** be drained and proper packaging procedures observed.
- If an engine assembly is being returned, the oil filter **MUST** be drained of oil, properly packaged and secured in a plastic bag and attached to the engine assembly.

## Service Agents Working With PCC (United States Only)

Service Agents that are working with the PCC to reimburse Independent Service Centers (ISC), **must** continue to follow the existing processes.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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