



# Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 04-00-89-053F

Date: February, 2014

## INFORMATION

**Subject:** Engineering Information (EI) Process

**Models:** 2015 and Prior GM Passenger Cars and Trucks

**This bulletin has been revised to add the 2014-2015 model years. Please discard Corporate Bulletin Number 04-00-89-053E.**

In an effort for continuous improvement, General Motors has a need to obtain technical information first hand from the dealer technician. It is often critical to obtain specific information prior to or during the repair process. As a result, this information will be used by Engineering to help "root cause" the customer's concern and develop/validate a field fix.

General Motors recognizes that the success of gathering timely and accurate information is dependent upon the dealer technician. Because of this need, General Motors uses a process identified as "Engineering Information." This process will allow General Motors to compensate the dealer/technician for their time and effort to provide critical information.

The following will describe the process of how an "Engineering Information" item will work.

1. A message will be sent to the Service Manager via GlobalConnect announcing the Engineering Information item.
2. A Preliminary Information (PI) will be written explaining the purpose and specific information to be gathered. The PI will be released in SI.
3. Vehicles that qualify for the Engineering Information will be "flagged" with a PIE number in the Global Warranty Management (GWM) Investigate Vehicle History (GWM/IVH) link.

**Important:** If the flagged EI is NOT the same as the customer's concern, no further action is required. An EI is not the same as a Recall and is not required to be performed on a vehicle unless it matches the customer concern.

4. When the Service Advisor runs a GWM/IVH link on the vehicle and notices the vehicle has been flagged for an Engineering Information, and this is the same as the customer's concern, the Advisor

should identify the PIE# on the Job Card for the technician's information and attach a copy of the GWM/IVH link screen to the Job Card.

5. The technician will need to reference/print the appropriate PI from SI prior to beginning to repair the customer's vehicle.
6. The technician should complete the Engineering Information per the instructions in the PI.
7. At the completion of performing the EI, the EI will provide the technician with specific directions to relay the information to the Engineer.
8. A unique labor operation is set up for each Engineering Information issue. This labor operation includes time to repair the vehicle as well as time to compensate the technician for the additional diagnostic time. The technician will need to document the labor operation and time on the repair order for the Warranty Administrator's reference.
9. The Warranty Administrator should submit the claim using the labor operation provided in the PI.
10. Once Engineering has determined that they have collected enough information, the EI will be removed from the GWM/IVH link.
11. Once an EI shows closed/removed from the GWM/IVH link, it is no longer necessary for the technician to collect information for Engineering. A dealer/technician will not be paid for their time on any cases set after the EI has been closed/removed in the GWM/IVH link.
12. When Engineering has a field fix developed/validated, the appropriate service information will be updated with the latest details.

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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