



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-338

Date: October, 2016

INFORMATION

Subject: PQC Assembly Replacement Process – Dealers Required to Contact PQC Prior to Replacing an Assembly

Models: 2010-2017 GM Passenger Cars and Light Duty Trucks (U.S. and Canada Only) Equipped with CNG, LPG or Gasoline Engine, Duramax® Diesel Engine, Automatic or Manual Transmission and/or Transfer Case, Including Front Wheel Drive and Rear Wheel Drive Vehicles

Attention: The new PQC Required Dealer Cost Comparison Worksheets are found in GlobalConnect > Departments > Service > Applications > Service Forms. The new forms are a web based form to allow you to email the completed Cost Comparison Worksheets to the PQC.

This Bulletin has been revised to update the information and the GlobalConnect Forms graphic. Please discard Corporate Bulletin Number 02-07-30-029Z.

Service Agent Notification - Service Department Personnel Responsibility

Notice:

- Most Service Agents are not required to contact the PQC when REPAIRS are being made to the engine, transmission or transfer case assembly.
- All Service Agents are required to contact the PQC for any current restrictions or exchanges. Failure to do so will result in a debit for the full cost of the repair.
- Service Agents that are currently required to contact the PQC for engine, transmission and/or transfer case assembly replacement authorization, will be notified by a GlobalConnect message and by their Regional Representative.
- Anytime the Service Personnel from Dealerships that are required to contact the PQC have determined that an engine or automatic transmission cannot be repaired and because of that determination you are requesting an assembly replacement, the PQC requires that .jpg files (pictures) be emailed to the PQC email address at: PQC@gm.com (two hours prior to contacting the PQC), showing the Point of Failure and indicating why the assembly cannot be repaired and the requested assembly replacement is necessary. The only exception to this requirement is if the assembly is on a parts restriction or an exchange.
- When a Service Technician is working on a vehicle with an engine noise, the Technician should attempt to capture that noise PRIOR to disassembling the engine, on a 30 second Sound File to provide to the PQC documenting the engine noise.
- Agreement from TAC or PQC (based on the information provided by the Dealer Service Personnel) with the Dealer's assessment to replace an assembly does not constitute final determination that the Transaction meets all of the requirements of the GM Policy and Procedure Manual relating to claim submission and payment. General Motors reserves the right to audit the Transaction, consistent with applicable law, to ensure compliance with the applicable Policy and Procedure Manual.

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Determining Whether to Contact PQC

Service Agents can refer to GWM and select the: “Items Not Allowed” tab under: “Service Agent Profile” then scroll right to view the date in order to determine if the Service Agent is required to contact the PQC prior to unit replacement involving the following Labor Operations:

- 4067470 - Partial Engine Replacement
 - 4067490 - Engine Replacement
 - 4067510 - Engine Assembly Replacement
 - 8464670 - Transmission Replacement
 - 8441780 - Transmission Replacement
 - 8421160 - Transfer Case Assembly Replacement
- ⇒ If Service Agents have any questions concerning why they are required to call the PQC for assembly replacement authorization they should contact their District Manager Aftersales (DMA), in Canada the District Manager-Customer Care and Service Process (DM-CCSP).

⇒ Service Agents that are required to contact the PQC, must do so **PRIOR** to any assembly replacement and **BEFORE** submitting the above labor operations in GWM.

For more information on the PQC Process, see the PQC Process section in this Bulletin. For more information on submitting Transactions, see the Transaction Submission and Assembly Returns section in this Bulletin.

Part Restriction and Exchange Program

All Service Agents are required to contact the PQC for the following components:

- Current parts restriction on the Allison transmission.
- Current parts restriction on the Duramax® diesel engine.
- Any component listed in a current parts restriction.
- A current assembly exchange program.

The Service Department Personnel should review the applicable documents related to the Part Restriction or Exchange Program and be prepared to provide diagnostic information.

Customer Satisfaction

There may be situations where an assembly can be repaired, but due to customer satisfaction reasons an assembly replacement should be considered. In these cases the service department personnel should review the concern with their DMA, in Canada the DM-CCSP.

Service Agents required to contact the PQC must be prepared to provide diagnostic information as well as a completed repair/replacement estimate portion of the Cost Comparison Worksheet for Assembly Repair vs Replacement. Service Agents required to contact the PQC, must advise the PQC when the DMA, in Canada the DM-CCSP or the Brand Quality Manager (BQM) authorizes the replacement of an engine, transmission or transfer case assembly for Customer Enthusiasm purposes vs repair.

Service Agents Working With PCC (United States Only)

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

PQC Process

PQC Inbound-Outbound Email Handling

Dealers that are currently required to contact the PQC by calling them by phone prior to replacing an assembly, now have the ability to use the PQC email address: **PQC@gm.com** to email them the completed **NEW** web forms which are: the Gas/Diesel Engine and Transmission Authorization Assembly and Cost Comparison worksheet and are found in GlobalConnect under GlobalConnect > Departments > Service > Applications > Service Forms.

The following still applies prior to contacting the PQC:

If diagnosis performed by the Service Department Personnel indicates a need for an engine, transmission or transfer case assembly replacement, then Service Agents currently required to contact/call the PQC must perform the following actions **prior** to replacement and **before** contacting the PQC:

1. Anytime the Service Personnel from Dealerships that are required to contact the PQC have determined that an engine or automatic transmission cannot be repaired and because of that determination you are requesting an assembly replacement, the PQC requires that .jpg files (pictures) be emailed to the PQC email address at: PQC@gm.com (two hours prior to contacting the PQC), **showing the Point of Failure and indicating why the assembly cannot be repaired** and the requested assembly replacement is necessary. The only exception to this requirement is if the assembly is on a parts restriction or an exchange.
 - ⇒ If a Service Technician is working on a vehicle with an engine noise, the Technician should attempt to capture that noise PRIOR to disassembling the engine, on a 30 second Sound File to provide to the PQC documenting the engine noise.
2. Complete the Calibration Verification Number process as outlined in the latest version of:
 - Corporate Bulletin #14-06-04-003: Identifying Non-GM ECM Calibration Use and Power-up Hardware Detection in Duramax Diesel Engines Using GDS 2
 - Corporate Bulletin #08-06-04-006 for Duramax® Diesel Engines
 - Corporate Bulletin #09-06-04-026 for Gasoline Engines/Transmissions
3. For automatic transmissions only, perform a transmission fluid pressure test and a transmission cooler flush and record the code.
4. Document the Condition and Cause including any diagnostic trouble codes (DTCs), symptoms, Scan Tool Snapshots and any other useful information observed and recorded by the technician. The technician must have detailed information required for proper root cause analysis and product concerns correction. This information is very valuable in ensuring that the replacement assemblies and current production parts help to continually improve GM products.
5. Record the serial number of the failed assembly.
6. Complete the: Cost Comparison Worksheet for Assembly Repair vs Replacement form for the appropriate assembly category.
7. Complete the: Repair Estimate: Replacement Component Assembly Estimate section of the form. Accurate repair vs replacement cost estimates (include the markups) are **ESSENTIAL** in order to eliminate a second call to the PQC.
8. Have the Job Card number, VIN and the Service Agent BAC code ready when calling the PQC along with a detailed Customer Concern.

We are requesting that all Service Technicians use this opportunity to help GM Engineering understand how and why a given component has failed. For Engineering Personnel this is an opportunity to have direct and thorough feedback from the technician and thus improve the reliability and durability of both OEM and Genuine GM Parts assemblies.

Dealers can visit GlobalConnect and access the NEW web-based email form versions for the following assembly categories:

- **NEW – (email form version)** [GAS/DIESEL ENGINE AUTHORIZATION] Cost Comparison Worksheet for Assembly Repair vs Replacement

Notice: Use this form for Automatic Transmission, Manual Transmission and Transfer Case.

- **NEW – (email form version)** [AUTOMATIC TRANSMISSION AUTHORIZATION] Cost Comparison Worksheet for Assembly Repair vs Replacement

Cost Comparison Worksheet for Assembly Repair vs Replacement — Access/Download Form on GlobalConnect

Engine/Propulsion System

Bulletin: Information for Dealers Not Required to Contact Product Quality Center (PQC) for Engine Replacement

Bulletin Number	12-07-30-001D 11-00-89-005G
Form(s)	Cost Comparison Worksheet for Assembly Repair vs Replacement - This file can be saved to your PC. It is macro enabled to add the data entered into the Estimate Forms & will function with Microsoft Excel. Cost Comparison Worksheet for Assembly Repair vs Replacement - This file can be saved to your PC & the forms can be printed then filled out. NEW - (save form version printable) [GAS ENGINE AUTHORIZATION] Cost Comparison Worksheet for Assembly Repair vs Replacement NEW - (save form version printable) [AUTOMATIC TRANSMISSION REPLACEMENT AUTHORIZATION REQUEST] Cost Comparison Worksheet for Assembly Repair vs Replacement NEW - (save form version printable) [MANUAL TRANSMISSION REPLACEMENT AUTHORIZATION REQUEST] Cost Comparison Worksheet for Assembly Repair vs Replacement NEW - (save form version printable) [TRANSFER CASE PTU REPLACEMENT AUTHORIZATION REQUEST] Cost Comparison Worksheet for Assembly Repair vs Replacement NEW - GM Powertrain Warranty Form

Bulletin: Information for Dealers Required to Contact Product Quality Center (PQC) for Engine Replacement

Bulletin Number	02-07-30-029 (please see latest version)
Form(s)	Cost Comparison Worksheet for Assembly Repair vs Replacement - This file can be saved to your PC. It is macro enabled to add the data entered into the Estimate Forms & will function with Microsoft Excel. Cost Comparison Worksheet for Assembly Repair vs Replacement - This file can be saved to your PC & the forms can be printed then filled out. NEW - (save form version printable) [GAS ENGINE AUTHORIZATION] Cost Comparison Worksheet for Assembly Repair vs Replacement NEW - (save form version printable) [AUTOMATIC TRANSMISSION REPLACEMENT AUTHORIZATION REQUEST] Cost Comparison Worksheet for Assembly Repair vs Replacement NEW - (save form version printable) [MANUAL TRANSMISSION REPLACEMENT AUTHORIZATION REQUEST] Cost Comparison Worksheet for Assembly Repair vs Replacement NEW - (save form version printable) [TRANSFER CASE PTU REPLACEMENT AUTHORIZATION REQUEST] Cost Comparison Worksheet for Assembly Repair vs Replacement NEW - GM Powertrain Warranty Form

Bulletin: PQC Part Restriction - Exhaust System Rattle, Noise or Loose

Bulletin Number	PI0398
Form(s)	WPC Parts Request Form WPC 593 Retention Clip

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This is a typical view in GlobalConnect of the Engine/Propulsion section with the Bulletin Numbers and their associated PQC forms.

To access/download the forms perform the following:

In the United States, Go to > GlobalConnect > Departments > Service > Applications > Service Forms > Engine/Propulsion System > Bulletin 02-07-30-029 > Cost Comparison Worksheet for Assembly Repair vs Replacement **or** > Transmission/Transaxle > Bulletin 02-07-30-029 > Cost Comparison Worksheet for Assembly Repair vs Replacement

In Canada, Go to > GlobalConnect > Service Department > Quick Links > Service Forms

The Cost Comparison Worksheet (Microsoft Excel files) for Assembly Repair vs Replacement includes the following four assembly categories in English or French:

- Gas/Diesel Engine Form
- Automatic Transmission Form
- Manual Transmission Form
- Transfer Case PTU Form

Each assembly category form has an integrated Repair Estimate: Replacement Component Assembly Estimate: worksheet that **must** be completed.

Contacting/Calling PQC

Notice: Call the PQC at 1-866-654-7654 or email the PQC at: PQC@gm.com PRIOR to replacing the assembly.

- If the assembly replacement **is not** agreed to, then proceed with repair of the assembly. If agreement on repairs cannot be reached, contact the DMA, in Canada the DM-CCSP for a final review of the case.
- If the engine, transmission or transfer case assembly replacement **is** agreed to based on information provided by the Dealer Service Personnel, then proceed with the replacement. Be sure to include the PQC case number and to record the serial numbers of **both** the failed component being removed and the replacement component being installed. **Further calls to the PQC are not necessary and the Transaction can be submitted when ready.**

Once a determination to repair or replace has been made, further calls to the PQC are not necessary.

The Transaction can be submitted when ready. Service Agents should not contact PQC to create a Pre-Authorization, as this is no longer part of the PQC Process. For details on how to submit Transactions, see the section titled: Global Warranty Management Transaction Submission — Record Retention — Assembly Return, in this Bulletin.

**Emailing PQC the Gas/Diesel Engine Authorization
Email Form and Automatic Transmission
Authorization Email Form with an integral Cost
Comparison Worksheet for Assembly Repair vs
Replacement**

Dealers that are currently required to contact the PQC by calling them by phone **prior** to replacing an assembly, now have the ability to email the PQC at: **PQC@gm.com** the completed Gas/Diesel Engine Authorization Email Form and Automatic Transmission Authorization Email Form with an integral Cost Comparison Worksheet for Assembly Repair vs Replacement (**Microsoft Excel files or the web-based .html files**) along with .jpg files (pictures) showing the Point of Failure, indicating why the assembly cannot be repaired and the replacement is necessary.

Submit to PQC Instructions (Emailing Instructions for web-based .html files)

Submit to PQC Instructions

Your browser is **Internet Explorer** . If you opened a form from the "Service Forms" website please check its functionality first:

- Type 1 in the "Repair Assembly" table column "Part Cost".
- Press "TAB" on your keyboard.
- If the number did not change its format to currency \$1.00 the form is not functioning when it is opened from the website.

To continue using the form in **Internet Explorer** do the following:

- Right click the form on the Service Forms webpage.
- Select "Save target as..." from the pop-up menu.
- In Windows Explorer window save the form in required location.
- Open the form from your PC and start filling it out.

Once you completed the form send an email to PQC@gm.com and attach a copy of the form. To create a copy enter custom request name in the text box labeled "Enter Request Name" (REQUIRED) and click the "Download Form" button. The described above steps will download a copy of your form and provide you with an option of saving the request form at the required location on your PC. Browse to this folder when attaching the form to an email to the PQC.

Enter Request Name: (**REQUIRED** , letters and numbers only. Example: Engine Authorization 09 03 1986)

Download Form

Typical view of the emailing instructions contained within the web-based .html files.

Engine and Automatic Transmission Replacement Concerns — Emailing .jpg (pictures) Showing the Point of Failure and Sound Files to the PQC at: PQC@gm.com

When the assembly cannot be repaired, the PQC requires that .jpg files (pictures) showing the Point of Failure be emailed (two hours prior to contacting the PQC) to the PQC showing why the assembly cannot be repaired due to extensive damage. Also, when requesting an assembly replacement to

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correct a noise condition, Service Personnel should attempt to capture that noise PRIOR to disassembling the engine, on a 30 second Sound File to provide to the PQC documenting the engine noise.

Global Warranty Management Transaction Submission — Record Retention — Assembly Return

Submitting Engine, Transmission or Transfer Case Transactions into Global Warranty Management

Service Agents **must** complete all of the following Steps 1-6, in order to submit engine, transmission and/or transfer case Transactions into GWM:

1. **Scan the completed Job Card and attach it to the Transaction in GWM.**

Notice: The Warranty Support Center requires that this action is performed on every Transaction

2. **Scan the completed Repair Estimate: Replacement Component Assembly Estimate worksheet of the Cost Comparison Worksheet for Assembly Repair vs Replacement and attach it to the Transaction in GWM.**
3. When applicable insert the transmission flush code in the labor operation dependency field.
4. Enter the serial number of the new assembly into the: **“Serial Number”** field which will appear in the: **“Parts Section”** of the Transaction.
5. Enter the serial number of the failed assembly into the: **“Comment”** field.
6. Route for GM authorization (H route) all engine, transmission or transfer case replacement Transactions.

Known Product Issues and DMA, DM-CCSP or Brand Quality Manager Authorizations

A situation may arise when a Service Agent contacts the PQC and is subsequently transferred to the Technical Assistance Center (TAC) and then advised that the condition being reported by the Service Agent is a known product issue.

Also, there are instances when the DMA, in Canada the DM-CCSP or the BQM may have authorized the replacement of the major assembly. In these situations, the Service Agent may be advised that a replacement assembly is the only way to resolve the issue.

⇒ **If this occurs, the dealer should document the Replacement Component Assembly Estimate section of the Cost Comparison Worksheet for Assembly Repair vs Replacement in the following manner:**

1. Complete all of the basic information at the top of the worksheet, including the Customer Concern: _____ field.

2. Then, proceed to the: TAC case number: _____ field and enter the TAC Case Number.

Notice: In the case of DMA/DM-CCSP or BQM authorization, complete this step.

3. In the case of DMA/DM-CCSP or BQM authorization, enter the name of the GM Representative and accompanying text stating the nature of the authorization in the white section text box of the: Repair Estimate:
4. Provide a detailed description of the recommendation that the Service Agent received from TAC in the: TAC Recommendation: _____ field.
5. Proceed to page 2 and only complete the: Replacement Component Assembly Estimate section. Enter the entire cost to replace the assembly in this section.
6. Attach a scanned version of the Cost Comparison Worksheet for Assembly Repair vs Replacement form to the Transaction.

Record Retention

All Service Agents are required to retain the completed Cost Comparison Worksheet for Assembly Repair vs Replacement. Attach the worksheet to the Job Card.

On the Job Card, document the serial number of **both** the failed assembly being removed and the replacement assembly being installed and transmission flush code as applicable.

If applicable, attach the completed Calibration Verification Number (CVN) as applicable to the Job Card and place it in the Service Agent vehicle service history file.

Returning an Assembly to the Warranty Parts Center

Service Agents may be requested to return the assembly to the Warranty Parts Center 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:

1. A legible copy of the Job Card containing the serial number of **BOTH** the failed assembly being returned and the replacement assembly being installed.
2. Document the transmission flush code (as applicable).
3. A completed Calibration Verification Number (as applicable).

4. A completed Cost Comparison Worksheet for Assembly Repair vs Replacement.
 - All fluids **must** be drained and proper packaging procedures observed and followed.
 - 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.

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