



# Service Bulletin

Bulletin No.: 99-00-89-019Y

Date: October, 2023

## WARRANTY ADMINISTRATION

**Subject:** Global Warranty Management (GWM) Warranty Parts Center (WPC) Parts Return Program Information

**Models:** 2024 and Prior GM Passenger Cars and Trucks (U.S. and Canada)

**Attention:** Parts Managers, Service Managers, and Warranty Administrators

This bulletin has been revised to add the 2024 Model Year. Please discard Corporate Bulletin Number 99-00-89-019X.

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### 1. Warranty Parts Center (WPC) Process Overview and Introduction

The GM WPC process is the common method used to obtain parts replaced at Service Agents to better understand and help resolve product issues. The WPC will issue specific part return requests to Service Agents through the Global Warranty Management (GWM) system to obtain the desired parts. The Service Agent must return the requested parts to the WPC within 21 days. At GM, there is a continued focus on product quality, fast issue identification, root cause determination, correction and containment.

Returned parts are analyzed to determine the root cause of the issue. These parts are analyzed by the key stakeholders including Brand Quality, Engineering, Suppliers, Production Plant, Assembly Plant and Quality Management personnel.

#### Common Terms:

To become familiar with the terminology, review the common terms below and their respective meanings:

- Service Agent = Retailer / Dealer / Dealership
- Job Card = Repair Order / Customer Service Order
- Transaction = Warranty Claim
- Transaction Number = Request Number / Claim Number
- Business Unit = GM US, GM Canada
- Part Return Flag = A part requested by the WPC through GWM

- Required Parts = ALL parts replaced as part of a transaction line
- Required Documents = All documents as required per General Motors Policies and Procedures. These include but not limited to: battery test results, job cards (shop copy), and TAC/PQC information
- Completed Job Card = A detailed complaint, cause, and correction. For requirements applicable to these portions of the job card, refer to additional information in the GM Service Policies & Procedures Manual
- Causal Part = The part that caused the failure determined by root cause analysis
- Feedback = Information provided to a Service Agent for: 1.) Information only or 2.) A claim that will be debited
- GWM = Global Warranty Management System

## 2. Parts Retention

Warranty parts must be retained for a minimum of 7 days from the transaction payment/process date before scrapping. Service Agents may scrap Field Action parts upon receipt of claim payment unless a return request is received. 12-volt batteries must be retained for 7 days. These retention periods apply unless **ONE** of the following occurs:

- A Part Return Request is received via notification on the Service Agent's Global Warranty main page (most common), and/or by fax or e-mail in rare situations pertaining to launch exchanges
- A Special Part Return Request is received either via notification on the Service Agent's Global Warranty main page (most common), and/or by fax or e-mail in rare situations pertaining to launch exchanges
- A part that has a core charge needs only be retained for 72 hours from the transaction payment/process date before returning to the core return center with the exception of the Electronic Service Center (ESC) parts, which can be sent back to the ESC immediately after replacement
- Parts are scrapped by a GM representative
- Parts are taken from the Service Agent per the direction of a person listed on the Special Part Request and a completed Special Part Request was provided

- (U.S. Only) A Part Photo Return decision on the CSMT app indicates "Part OK to Scrap"

If the part is past the retention period and/or none of the above apply, parts must be scrapped/destroyed locally so they can never enter commerce. Parts with core charges should be returned to the appropriate core return center. Under NO CIRCUMSTANCES are warranty/policy parts to be sold for salvage value or installed on ANY vehicle sold at retail, wholesale, or salvage, or used in ANY other application.

## 3. Documentation Requirements

Job Card Information is critical to analyzing product issues. The more detail that is included the better the results.

Use the following *documentation guidelines* to help expedite the review process, identify issues faster and reduce the likelihood of receiving a Service Agent debit. Provide all of the following if applicable.

- Accurate and detailed information regarding the customer complaint.
- List ALL dealer technician comments regarding the root cause of failure with document ID numbers, test results, diagnostic trouble codes, TAC case number, assembly serial numbers, measurements, etc.
- Any characteristics or symptoms of the fault that were observed.
- Operating conditions that were observed when the fault occurred such as: Scan Tool Data Snapshot information, weather, temperature, and altitude.
- Attach Scan Tool Data Printout / Snapshot, diagnostic worksheets and all substantiating service documents with the Job Card that is returned with the part. Also include the TAC and/or PQC case numbers.
- Any required documents (shop copy of completed job cards, diagnostic worksheets, etc.) per the GM Service Policies & Procedures Manual Supporting Documentation.

Provide any documentation regarding GM representative involvement such as the Field Service Engineer, Brand Quality Manager, District Service Manager/District Manager Aftersales Remote (DVM/DMAR), or in Canada the District Service Manager (DSM).

## 4. Service Agent Requirements

The GWM system matches the Part Return Requests' criteria with warranty transactions from performed repairs and administers part return flags on your GWM Main page. All Part Return Requests are transmitted daily when the transactions are paid. "Special Part Return Requests" may not occur at the time of the transaction payment.

- To ensure the Service Agent is returning the parts/documents in a timely manner, the Service Agent must be able to substantiate shipment within 10 days from the WPC part return required date.
  - Special Part Return Requests (USA only) also fall under the 10-day return requirement. In Canada the Special Parts Request Process is not available. If a part in Canada is critically required, contact farid.ahmad@gm.com to make your request.
- If the Service Agent fails to return all of the parts/documents or the WPC does not receive them within the 21 days, the claim will be subject to a debit.
  - If required documents are missing and all the parts were received, the WPC status in GWM will be updated to show "Received – Missing Required Parts/Documents" so it is imperative the Service Agent reviews status in GWM on a daily basis.
  - To prevent this issue from occurring, the Service Agent is required to attach all required documents in GWM.
  - The following are applicable to Special Parts Return Request (USA only): incorrect parts, incomplete returns, missing supporting documents (i.e. job card)
- If the Service Agent did their due diligence in returning ALL the parts (shipped within 10 days of notification), and the part was not received within 21 days due to a transportation issue which resulted in a pending debit, the Service Agent:
  - Needs to review all the documents to ensure they support the contention it was a transportation issue.
  - Needs to send all supporting shipping documents (Bill of Lading, PC302C – Canada only, tracking number, request/transaction number, etc.) along with the attached Form A (in GlobalConnect under Service Forms) to the Warranty Parts Center at [warrantypartscenterusa@gm.com](mailto:warrantypartscenterusa@gm.com).
  - Form A MUST be received by the WPC within 21 days from the WPC Part Required Request date.
  - If it is validated as a shipping issue, the WPC will suspend the debits for the shipping issues. If it was not a shipping issue, a debit will be issued.
- If the Service Agent returned the core to the Core Center - In order to receive consideration for the claim not being debited, it is the Service Agent's responsibility to:
  - Contact the Core Center and attempt to have part sent to the WPC.
  - Incur the shipping costs.
  - Parts not received by the due date will be subject to debit.
- If the Service Agent experienced a catastrophic event (Acts of Nature, or insurance related events that prevent a Service Agent from returning parts) they need to complete Form B in the Appendix section and contact their DVM/DMAR (U.S.) or DSM (Canada) immediately for escalation to the regional office.
- If the Service Agent returned the incorrect part to the WPC the following process needs to be followed. This is, if and only if, the WPC can receive the correct part within the 21 days:
  - Contact the WPC to see if the incorrect part has already been inspected. If so, the inspector may not want the correct part returned and the debit will stand.
  - Ensure the original request/transaction number and documents/parts are included in the shipment. The WPC is not responsible for traceability of any parts/documents.
  - The correct part must be received by the WPC within the 21 days.
  - If the incorrect parts were received, the WPC status in GWM will be updated to show "Received – Missing Required Parts/Documents" so it is imperative the Service Agent reviews status in GWM on a daily basis.

When the GWM Part Return Required Request cannot be fulfilled for several reasons such as: The repair was an adjustment, fluid-add only, the part was missing when the vehicle was presented by the customer, or there is a valid reason why the Service Agent cannot return a part, the following actions MUST BE performed:

- Service Agent must ensure the correct labor code was utilized
- For Fluid Only or No Part on Transaction to return, e-mail the completed WPC Parts Waiver form to your designated Warranty Support Specialist at the Warranty Support Center.

### Safety

Safety is considered to be a foundational commitment by General Motors, and it is never to be compromised. It is imperative each and every Service Agent follows federal, state, local, and General Motors shipping policies.

#### Hazmat (U.S. ONLY)

- If a Service Agent is found in violation of Dangerous Goods shipping protocol for any reason, the claim will be debited. A person who knowingly violates a requirement of the Federal Hazardous Material Transportation Law is liable for a civil penalty of up to \$81,993 for each violation or not more than five years in jail or both. Each day of the violation constitutes a separate offense.
- Service Agents must follow the Hazmat shipping.

**Note:** Shipment of a non-hazmat part as hazmat is in violation of the Federal Material Transportation Law.

#### Hazmat/Dangerous Goods (Canada ONLY)

- WPC will not request "Hazardous/Dangerous Goods" such as airbags, seatbelt pretensioners and batteries. Assemblies and components containing fluids should be completely drained, shipping plugs reinstalled and properly packaged to prevent fluid leakage during shipment. Canadian Service Agents should contact Warranty Parts Centre if they receive a WPC request for parts classified as "Hazardous/Dangerous Goods." Transportation of Dangerous Goods regulations must be followed. Persons violating Transportation of Dangerous Goods regulations are subject to fines and/or imprisonment.

#### Non-Hazmat/Non-Dangerous Goods (U.S. and Canada)

- Properly protect and package all returned parts in original CCA packaging, so they are not damaged when received at the WPC. All parts should be returned to the Warranty Parts Center in original packaging. For example, with an engine assembly, the pallet and cardboard box are both necessary. Service Agents will be debited \$100 or the entire amount of the transaction (depending on the safety situation) for failure to return in a crate/box/container.
- ONLY use boxes WITHOUT hazardous material marking and labeling to return Non-hazardous material parts. Incorrect usage of these boxes can cause delay in receiving at the WPC and may result in the transaction being debited.
- Parts containing or soaked by fluids, such as oil, *MUST* be thoroughly drained, wiped clean and placed in an appropriate packing container and securely packaged to prevent leakage or contamination. Transfer all caps and plugs from the new part to the replaced part before shipping. If parts are received at the WPC with fluids such as oil or fuel, the part WILL NOT be accepted as "Received" and the transaction will be debited.
- Service agents will be fully debited by General Motors for the entire warranty claim each and every time there is a violation of Hazardous Material/Dangerous Goods Transportation legislation.
- Transactions will be debited if the requested core parts are not returned to the WPC.

## 5. Understanding Service Agent Notifications, Feedbacks and Debits

Brand Quality Managers and engineers inspect the returned components for quality issues. If during their inspections they find:

- The part/component was found to be defective:
  - The part will be scrapped or if it has a core, it will be sent to the Core Center.
- The part/component was found not to be defective:
  - A feedback and debit will be issued. For any feedback related debit issues, please contact your DVM/DMAR.
- Not all parts or documents (Cost Comparison for any assembly replacement from dealers required to contact the PQC, completed shop copy of job cards, diagnostic information, etc.) were returned:
  - A feedback and debit will be issued.
- The job card did not contain the Complaint, Cause, and Correction information as required by GM Service Policies and Procedures to substantiate the repair. Vague comments such as, "broken", or "customer satisfaction", are not acceptable as they do not contain specific root cause or correction information to substantiate the repair.
  - A feedback and debit will be issued.
- The shop copy of the job card did not contain all dealer technician comments regarding the root cause of failure with document ID numbers, test results, diagnostic trouble codes, TAC case number, assembly serial numbers, measurements, etc.
  - A feedback and debit will be issued.
- The shop copy of the job card is not compliant per General Motors Service Policies and Procedures.
  - A feedback and debit will be issued.

### Automatic Debit Process

The auto-debit events are classified into the following categories:

#### Post Inspection

When an inspection of the part(s) determines them to be non-defective, this will result in the Transaction Status being changed to: Inspected - Non-defective. Transactions will remain in Inspected - Non-defective status for less than 24 hours.



**Debits - Post Part Inspection - Pending Debit**

After 24 hours, the transaction will change from Inspected – Non-defective status, to: Pending Debit status and can remain in this status for 15 Days. During this period, if the Service Agent:

- Disagrees with the inspection findings (use Form C in GlobalConnect Service Forms section):
  - The Service Agent has 15 days from date of feedback to submit a request for a review.
  - The Service Agent can escalate the issue by completing Form C and sending it to the Regional Warranty Department.
  - If the Service Agent does not request a review of the feedback within the 15 days, on day 16 the part status will automatically be changed to: Debited, and the total transaction amount will be debited.
- Accepts the inspection findings:
  - The Service Agent can request to have the parts/components returned to them.
    - The request must be made during the 15 day Pending Debit status.
    - The Service Agent must provide the WPC with the name of the shipping carrier and an account number to charge the shipping cost. Instructions on how to request the part back can be found in the: Test Results - Comment section of the transaction in GWM.
    - If you would like your part returned, email your request for return to [warrantypartscenterusa@gm.com](mailto:warrantypartscenterusa@gm.com) and include your GWM transaction number in the subject line. Please contact us before you make any shipping arrangements. Parts are only returned if the claim is at debit status. Unclaimed parts are sent to scrap 15 days after the claim has been debited.
- If the Service Agent does not want the parts returned to them:
  - If the part has a core, the WPC will debit the transaction minus the core amount, and the core will be sent to the Core Center on the 16th day.
  - If the part does not have a core, the part will be scrapped on the 16th day.
- Debits for parts or documents not returned:
  - The Service Agent has 15 days from the date of the debit to request to have the part(s) returned. The Service Agent must send an email to: [warrantypartscenterusa@gm.com](mailto:warrantypartscenterusa@gm.com) for the request to be accepted.
  - The Service Agent must provide the WPC with the name of the shipping carrier and an account number to charge the shipping cost. Instructions on how to request the part back can be found in the: Test Results - Comment section of the transaction in GWM.

**Notice:** Regional Warranty Personnel may change the Pending Debit Status to Debited at any time.

**Appendix – Global Warranty Management, Shipping Protocol, Forms and WPC Information****A. Global Warranty Management - System Access**

- Service Agents must have access to GM GlobalConnect to log in to the Global Warranty Management (GWM) system.
- Information may not display correctly if using certain web browser types not recommended or supported by GM.

**B. Using Global Warranty Management**

The GWM system matches the Part Return Requests' criteria with warranty transactions from performed repairs and administers part return flags on your GWM Main page. All Part Return Requests are transmitted daily when the transactions are paid. "Special Part Return Requests" may not occur at the time of the transaction payment.

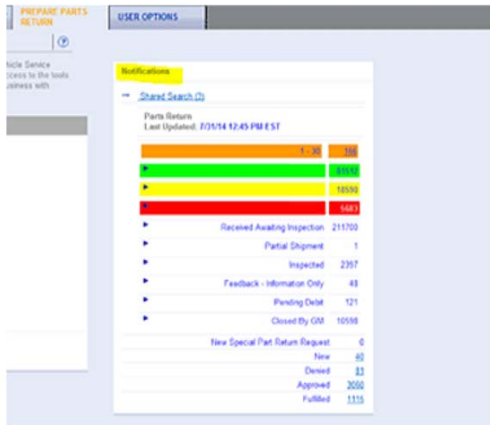
- Log in to GWM daily to check for and process part return requests.

Once a transaction has been "flagged" for Parts Return, it appears in the Notifications box in GWM awaiting Service Agent action.

**C. Understanding Service Agent Notifications**

U.S. Dealers: The notification box, on the main page, will be added to reflect the following:

- Status Orange – Special Requests
- The green status color means the Required Parts Return request was sent to the Service Agent. The green status will remain for 3 days in GWM from the date the request was sent to the Service Agent.
- On the 4th day, after the Required Parts Return request was sent to the Service Agent, the status will show in the red status color if the required parts/documents have still not been received by the WPC. This is a reminder the Service Agent must return the parts/documents, so the WPC receives them within the 21-day period required by GM policy.
- After the 21st day, the transaction will display "Pending Debit" for 5 days and debit after day 5.



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The Notifications box in GWM main page has four color codes:

- Special Part Return Requests are in the **ORANGE** bar (U.S. only) and should be processed as urgently.
- Regular Parts requests in **GREEN** = WPC Part Return Request is 0-3 days old.
- Regular Parts request in **YELLOW** = WPC Part Return Request will overlap with Red on 4th day.
- Regular Parts requests in **RED** = WPC Part Return Request is 4-21 days old.
- After 21 days the status will drop into the Pending Debit status and the claim will be debited by WPC. This is why it's very important to review the Part Return Notification boxes daily.

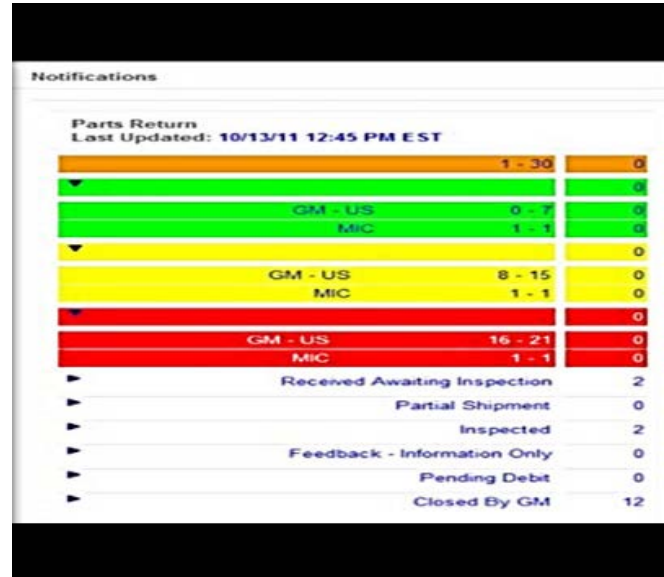
Canada Dealers: In Canada, the Notifications box in GWM main page has four color codes:

- Special Part Return Requests are in the **ORANGE** bar (U.S. only)
- Regular Parts requests in **GREEN** = WPC Part Return Request is 0-7 days old

- Regular Parts request in **YELLOW** = WPC Part Return Request is 8-14 days old
- Regular Parts requests in **RED** = WPC Part Return Request is 15-21 days old.
- After 21 days the status will drop into the Pending Debit status and will be debited within 24 hours if the part is not returned to the WPC. This is why it's very important to review the Part Return Notification boxes daily.

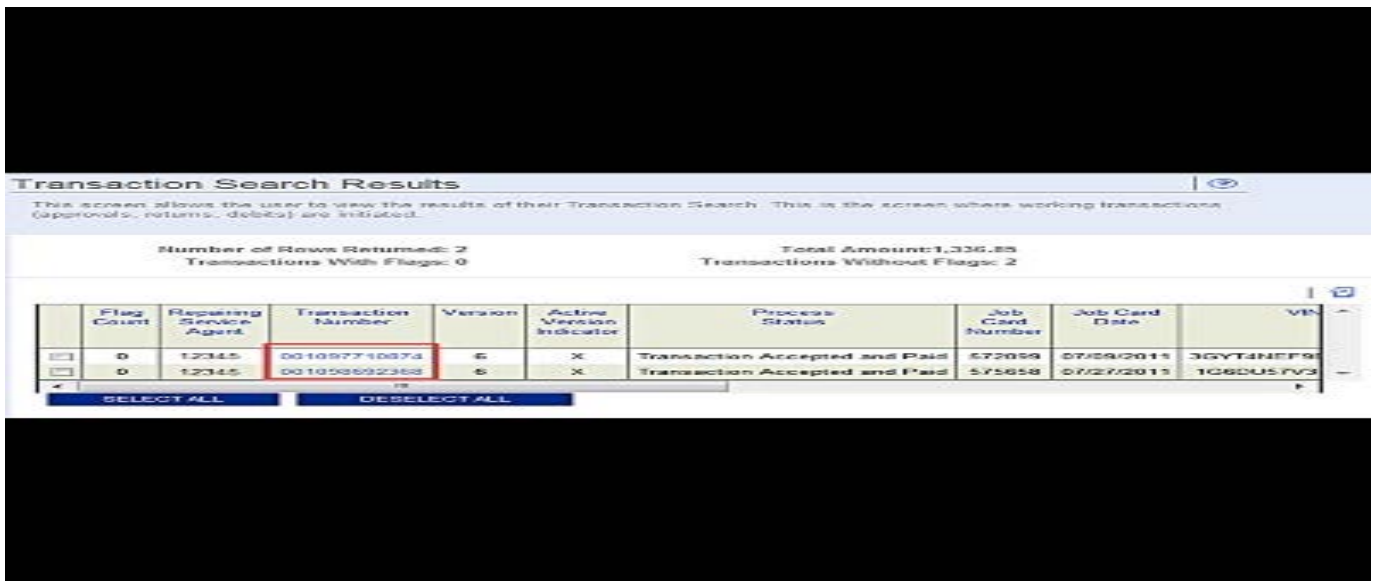
### D. Accessing Service Agent Summary Details

There are two methods to retrieve part requests from GWM.



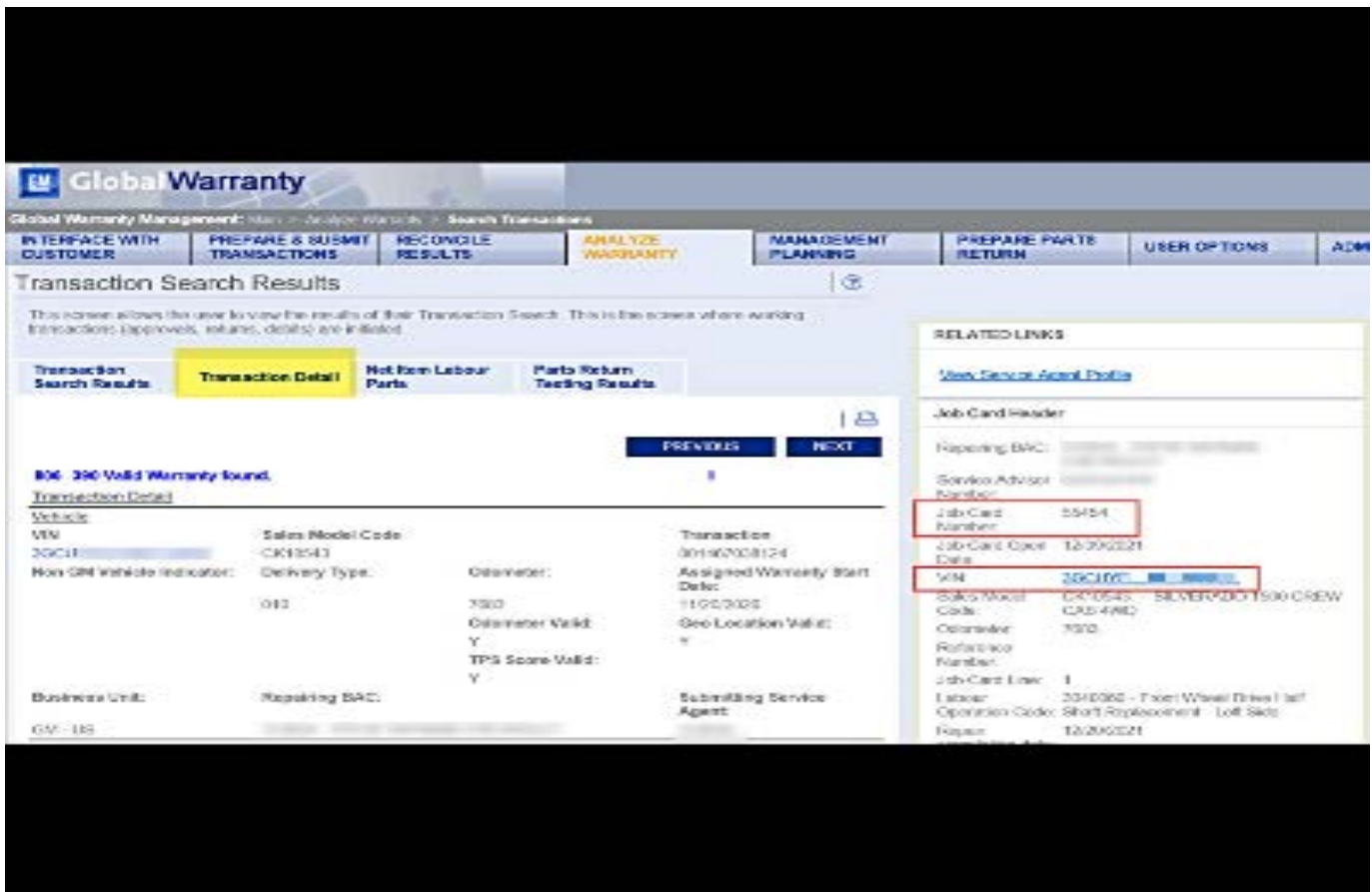
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1. Accessing Summary details through the GWM Notification box on the Main page  
Click on any number greater than 0 in the green in color, these are the new Parts Return or Document Return Requests that will need to be processed.



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You will be brought to the Transaction Search Results screen which will display the involved transactions for your Service Agent. Clicking on the transaction number link takes the user directly to the transaction detail for the part or document being requested.



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In the transaction search results you will see the information for the warranty claim and the part or document being requested. Note the job card number, the VIN and the part or document being requested.

By clicking on the "Net Item Labor Parts" tab, this will display the parts paid on the transaction. Return ALL parts listed except any fluids or chemicals. If there are parts listed but unable to be returned (e.g., fluid only, part missing when vehicle came in, or labor only), you must submit a Parts Waiver Form to your Warranty Support Specialist (866-446-2900).

If there are no parts listed, see the section in this bulletin that refers to "Document Only" requests. If the part(s) being requested are tires or ESC parts and have already been sent back to the manufacturer or ESC, please contact WPC customer service at 248-371-9900.

The screenshot displays a web interface for "Transaction Search Results". The "Net Item Labor Parts" tab is selected. The main content area shows a summary of a warranty claim with a total amount of 191.00. Below this, there are two tables: one for labor and one for parts. The parts table includes a red box highlighting two items: a starter and a block assembly. A sidebar on the right provides additional details about the job card and vehicle.

**Transaction Search Results**

This screen allows the user to view the results of their Transaction Search. This is the screen when working. Transactions (Approvals, Returns, Jobs) are linked.

Transaction Search Results | Transaction Detail | **Net Item Labor Parts** | Parts Return Testing Results

**806 380 Valid Warranty found.**

Labour:

Labour Op	Description	Paid Hours	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate
Diagnosis Time	2.50 H	1	119.72	119.72	0.00	119.72	0.00
Basic Labour Hours	4041253 Starter Replacement	0.8	71.85	71.85	0.00	71.85	0.00

Requested Amount: 191.57 Paid Before Tax: 191.57  
Taxes: 0.00 Total: 191.57

Parts:

Causal Part: 0000000000000541 Original Install Date: 0 Invoice Number:  
Original Invoice # (Balance): 0 Invoice Number:  
Replacement Parts:

Quantity	Causal Part	Part Number	Description	Requested Parts + Handling
1	X	00000000012000541	STARTER ASSE.	221.43
1		0000000000049102	BLOCK ASM BKT DISTRIBUTION ENG COMPT FLS	79.55

Part Requested Amount (without Handling): 271.02 Paid Before Tax: 271.02  
Causal Part Text:

**RELATED LINKS**

[View Service Order Profile](#)

**Job Card Header**

Requesting BNC: [REDACTED]  
Service Advisor Number: [REDACTED]  
Job Card Number: 000173  
Job Card Open: 10/19/2021  
Date: [REDACTED]  
VIN: [3G71000000000000000](#)  
Sales Model Code: TRC0740 - SILVERA 1500 CREW CAB 4DR  
Orderer: 12  
Reference Number:  
Job Card Line: 1  
Labour Operator: 4041253 - Starter Replacement  
Code:  
Request completion date: 10/19/2021  
Transaction Type: 25REG - Regular Vehicle Transaction

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In most cases fluids are not to be returned. If fluids are requested, the dealer would be advised via special instruction in advance of the repair.



Transaction Amounts				
	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour:	131.57	131.57	0.00	131.57
Parts & Parts Handling:	8.64	8.64	0.00	8.64
Net Items:	0.00	0.00	0.00	0.00
Deductible:				0.00
Customer/Service Agent Participation :				0.00
<b>Total:</b>	<b>140.21</b>	<b>140.21</b>	<b>0.00</b>	<b>140.21</b>

[Attachments](#) No

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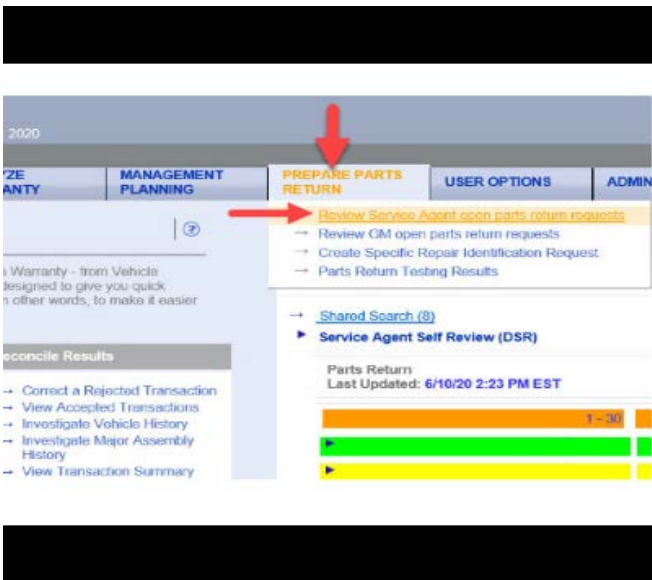
**Parts Return Status**

Project ID: 70190-002      Request Nbr: 001103375052      **Test Results:** No      **Generate Shipping Label:**

Status: Shipping Label Requested      **Special Project ID:**

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Click on the “Transaction Detail” tab to obtain your shipping label and WPC documents. Refer to the appropriate shipping process section for the part being returned.



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2. You can also access your open part return requests through the “Prepare Parts Return” tab of GMW. From the drop down, click on the “Review Service Agent Open Parts Return Requests” link. When the Service Agent Summary screen appears, look for numbers in the following categories:
  - Part Return Required
  - Part Return Requested
  - Document Return Required
  - Document Return Requested

Business Unit	Job Card No	Labour Code	Photo Parts Return Requested	Part Return Requested	Part Return Requested	Document Return Requested	Document Return Requested	Shipping Label Requested	Photo Return Complete/Sent	Shipped	Return Status
GM - US	1344222	8020590	0	0	1	0	0	0	0	0	
GM - US	1320518	545670	0	0	0	0	0	0	0	0	
GM - US	1324572	5420220	0	0	0	0	0	0	0	0	
GM - US	1326032	4021510	0	0	0	0	0	0	0	0	
GM - US	1326205	3421200	0	0	0	0	0	0	0	0	

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You can shorten or lengthen the time span of the history view by clicking on the drop box next to the months. By clicking on the number in the column you can access the Transaction Detail as you would through the GWM Notification box.

**E. Shipping of Parts and Safety Protocol**

Safety is a foundational commitment to General Motors and is never to be compromised. Service Agents must follow the shipping and safety protocol in accordance with federal regulations and the following sections.

**Identity Confidentiality of Consumers**

- Consumer personal data/information privacy is very important to the company and our customers. When sending supporting documents to the Warranty Parts Center such as transaction documents, all information containing customer personal data is to be handled in accordance with all applicable privacy laws, rules, and regulations, Consumer Privacy Law, Employee Privacy and Employer Compliance, Health Insurance Portability Accountability Act and Gramm-Leach-Bliley Act Privacy and Security.
- To help with the privacy of customer personal data, dealers will not provide customer personal data information in the transaction documents including but without limitation to:
  - Name
  - Street/Mailing Address
  - Date of Birth
  - Social Security Number
  - Credit/Debit Card Information
  - Contact Information
- Customer personal data can be removed from transaction documents several ways: using appropriate colored markers and applying it over

the data, cutting out the information from transaction documents, and any other appropriate methods applicable.

- The 1998 Identity Theft and Assumption Deterrence Act, which amended Title 18, U.S. Code, Section 1028 to make it a federal crime to “knowingly transfer or use, without lawful authority, a means of identification of another person with the intent to commit, or to aid or abet, any unlawful activity that constitutes a violation of federal law, or that constitutes a felony under any applicable state or local law.”

Source: [https://www.ovc.gov/pubs/ID\\_theft/idtheftlaws.html](https://www.ovc.gov/pubs/ID_theft/idtheftlaws.html)

**F. Parts Preparation - Regular and Special Parts Requests Non - Hazardous Materials U.S. and Canada:**

**Note:** When printing out the WPC shipping label, the label might indicate that it is not hazardous. That indicator is based on a new or unused part. Any part that comes in contact with flammable liquid (i.e., fuel) is considered a hazardous material.

**Example:** If a fuel line received from the parts warehouse is considered new and unused, it is not considered a hazmat material. However, if the same part has been installed in a vehicle and has been in contact with a flammable liquid (i.e. fuel), it is now considered a hazardous material and should be shipped under the 49 CFR Hazardous Material Regulations and sent via central transport (US Dealers).

**Note:** For Service Agents in Canada, items classified as “Dangerous Goods” should not be returned. All other shipments are returned via the servicing PDC regardless of weight.

Please follow these guidelines when returning parts:

- Clearly mark or circle with a paint pen the area of concern on the part such as a leak, crack, premature wear, or defect. The area of defect should be clearly marked and not defaced so the area of concern is easily identified.
- The request being made is for the actual failed part, do not send a similar or new part.
- Do not remove any pieces from the part being sent back.
- When identifying parts, be sure to do so in an area that will not damage the part being sent back. For example: Do not wrap a label or metal tag wire around wiper blade inserts. Do not apply tape around door seals. Do not stick moldings together.
- All parts related to the repair procedure covered by the labor operation on the part return request should be returned together. For example, a transaction for labor operation T5603, replace 8 injectors, would result in 8 injectors returned under one part return request.
- All parts related to the specific labor operation being requested should be bundled together and shipped in one box.
- Do not send multiple requests in the same box.
- Ship each individual request in a separate box with its unique GWM Shipping label affixed on the top of the box and on one outward facing side. Include inside the package the GWM Parts Return "Shipping Label", Job Card with technician comments, and other related documentation to allow parts to be successfully routed and analyzed.
- The Service Agent should highlight the Transaction Number and place the folded documentation in the plastic packing bag with the highlighted Transaction Number facing outward. This process will assist the WPC in handling and crediting the Service Agent for returning the part in a timely manner. The bag containing all documentation must be securely attached to the appropriate part. Plastic packing bags are available for the protection of the documentation to be included with the parts, consisting of legible copies or hard copy of the Job Card and the WPC Request/shipping label). When additional plastic bags are needed, U.S. Service Agents should complete the Material Request form: WPC005 and e-mail to warrantypartscenterusa@gm.com. Refer to Form WPC005 at the end of this bulletin or on GM GlobalConnect.
- Whenever possible, the container from the new/replacement part should be used for the return of the failed part. All previous labeling on the box should be removed or covered prior to re-use. Leaving a prior shipping label exposed can cause errors in shipping.
- Use only clean dry boxes to return parts - boxes that have absorbed oil or other fluids should not be used to return parts to the WPC. Be sure to package parts to avoid damage during shipping - bubble wrap or other protective packing materials may be needed. Avoid using any absorbing

material that may contaminate the part such as loose clay absorbent products. Parts must not be shipped loose. It is important that parts arrive at the WPC in the same condition that they were in when removed from the vehicle.

### Engines

Engines that have been run or "hot tested" (i.e., had fuel in them) are considered hazardous material or dangerous goods. Therefore, if the Service Agent is contacted to return an engine, they should ensure the following preparation:

- Drain ALL FLUIDS
- Transfer all shipping plugs from the service engine to the returning engines or cover open cavities with tape.
- Lower the engine into a plastic bag to ensure capture of any residual fluid leakage, place a drainage mat onto the base of the original service engine shipping container (box or pod), and place the bagged engine into the original service engine shipping container.
- Bolt and strap the engine to the supporting pallet and cover with the appropriate lid.
- Attach all corresponding documentation outlined above in the section titled preparing / packaging parts for shipping.

**Note:** *Engines returned exactly in this manner, will NOT require any additional or special hazardous material packaging or labels (unless shipped by aircraft or shipped in Canada).* Reference: US DOT 49 CFR 173.220 and Transportation of Dangerous Goods Regulations, Schedule 1 (UN3528) and Schedule 2 (special Condition 96) (Canada).

### G. Parts Preparation - Regular Parts Request Hazardous Materials: U.S. only

*Please follow these guidelines when preparing to return hazardous parts:*

Some common automotive hazardous material examples include items such as: air bags, seat belt pretensioners, batteries (including lithium ion and lithium metal batteries), paint, adhesives, solvents, hazardous waste, and any part that comes in contact with flammable liquid (i.e., fuel). (The list is not all inclusive, refer to 49 CFR Hazardous Material Regulations.)

- Hazardous materials should never be sent by air transportation. Hazardous materials should only be shipped to the WPC using Central Transport.
- Any hazardous material that is packaged or shipped improperly risks being delayed by the carrier.
- Any Service Agent that ships hazardous materials incorrectly and/or violates 49 CFR requirements, is liable for civil penalties.
- When opening a box intended to be reused, carefully cut the tape only, being careful not to cut or rip the cardboard. Be sure all required hazardous material marking and labeling is used. Ensure the package indicates the Shipping Name (For example: Safety devices or Articles,

pressurized pneumatic), UN number, Hazardous Class Label. (UN3268, Safety devices require UN specification packaging). In the event that the box is damaged and can't be reused, the Service Agent will need to acquire proper packaging. This can be done through a variety of online resources. For reference, Labelmaster and Uline are available sources for proper packaging.

- When packaging a UN specification box for shipment, please refer to the closure instructions on the box to properly close and seal the box as tested.
- Do not cover or obscure hazard class labels, markings or other required handling labels with shipping labels or pouches.
- Be sure all other non-needed labels are covered or removed.

### Batteries

If the Service Agent is contacted to return a lead acid battery, all necessary packing materials will be shipped from the GM Warranty Parts Center (WPC) within 5-7 days. Lead acid batteries may ONLY be returned using *Central Transport*.

### Training and Certifications Hazmat

In the U.S., the WPC may request return of some items deemed hazardous materials. This section provides guidance for the shipment of air bags, seat belt pretensioners and lead acid batteries only. The information contained herein is intended to assist Service Agents with the shipment of these commodities and is not intended to be a substitute for proper hazardous materials (Hazmat) training. This section is intended as a general source of information as of its date of publication and is not meant as an endorsement or to substitute for the Service Agent's own legal counsel's advice. GM undertakes no obligation to update this information in the future. Service Agents must ensure all employees are properly trained, and employees must be certified in and refer to the federal Hazardous Materials Regulations (HMR) at 49 CFR Parts 171 to 180 when shipping any hazardous material.

### Common DOT Regulations

"A Hazmat employer shall ensure that each of its Hazmat employees is trained in accordance with the requirements prescribed in this subchapter" as defined in: 49 CFR 172.702(a).

Hazmat Employer - "...a person who uses one or more of its employees in connection with transporting hazardous material in commerce; causing hazardous material to be transported or shipped in commerce...." as defined in: 49 CFR 171.8

Hazmat Employee - "...a person who is employed by a Hazmat employer and who in the course of employment directly affects hazardous material transportation safety. The term includes an individual who during the course of employment may perform any of the following:

- Loads, unloads, or handles hazardous materials.
- Manufactures, tests, reconditions, repairs, modifies, marks, or otherwise represents containers, drums, or packaging as qualified for use in the transportation of hazardous materials.
- Prepares hazardous materials for transportation.
- Is responsible for safety of transporting hazardous materials.
- Operates a vehicle used to transport hazardous materials, as defined in: 49 CFR 171.8

### Emergency Response Phone Number

When shipping hazardous materials, every Service Agent must provide an emergency response phone number that is answered 24 hours/day, 7 days/week, 365 days/year. General Motors has established an account with InfoTrac @ 1-800-535-5053 for all GM Service Agents in the continental U.S. to ensure compliance related to 49 CFR 172.604. The InfoTrac account number for GM dealerships is 98073. If a Service Agent has other arrangements and wishes to opt out of the InfoTrac subscription, the Service Agent should notify InfoTrac via email to [randy.lee@infotrac.net](mailto:randy.lee@infotrac.net).

All Service Agents will be charged annually on their open account for this service.

### Hazardous Materials Training Resources for Automotive Dealerships (not all - inclusive)

Hazmat School, <http://www.hazmatschool.com/>

DGI Training, [www.dgitraining.com](http://www.dgitraining.com)

HazmatU, [www.hazmatu.org](http://www.hazmatu.org)

Lion Technology, [www.lion.com/hazmat-shipping-for-automotive-operations](http://www.lion.com/hazmat-shipping-for-automotive-operations)

### H. Shipping Process for Non - Hazardous Parts: U.S. Only

1. Under 100 lbs.
2. Access GWM by referring to the section above "Accessing Service Agent."





**Parts Return Status**

<b>Project ID:</b> 353642 002	<b>Request Nbr:</b> 001452866297	<b>Test Results:</b> No	<b>Generate Shipping Label:</b>
<b>Status:</b> Part Return Required	<b>Special Project ID:</b>	<b>Special Parts Status:</b>	



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- To generate a shipping label, click on the "Generate Shipping Label" link found on the Transaction Detail page in GWM.

**From Location**

Service Agent:	<input type="text" value=""/>	→ Contact: <input type="text" value="(Your Name Here)"/>
Address1:	<input type="text" value="123 MAIN STREET"/>	
Address2:	<input type="text" value=""/>	
City:	<input type="text" value="HOMETOWN"/>	
Country:	<input type="text" value="US"/>	
State / Prov:	<input type="text" value="CT"/>	Shipping Account: <input type="text" value=""/>
Postal Code:	<input type="text" value="12345"/>	→ Telephone Number: <input type="text" value="(Your Phone # Here)"/>
Invoice Number:	<input type="text" value=""/>	Tracking Number: <input type="text" value=""/>
Pickup Date:	<input type="text" value="08/04/2021"/>	Shipping Company: <input type="text" value=""/>
# of containers(for this request):	<input type="text" value="1"/>	



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- The number of packages (containers) default to "One"; update if more than one package label will be required. Enter dealer contact name and phone number and click "Save and Print".

**Shipping Providers**

**Shipping Types**

**Shipping Vendor Description**

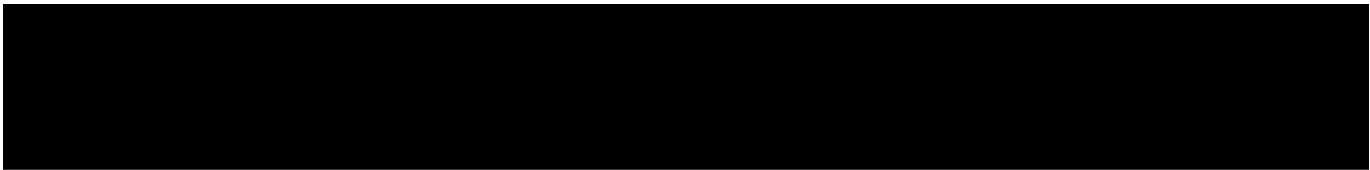
[Under 100 lbs \(Non Haz Mat Only\) - Click Here](#)

[Haz Mat Parts - Central Transport](#)

[Over 100 lbs \(Non Hazmat Only\) - Click Here](#)

5890981

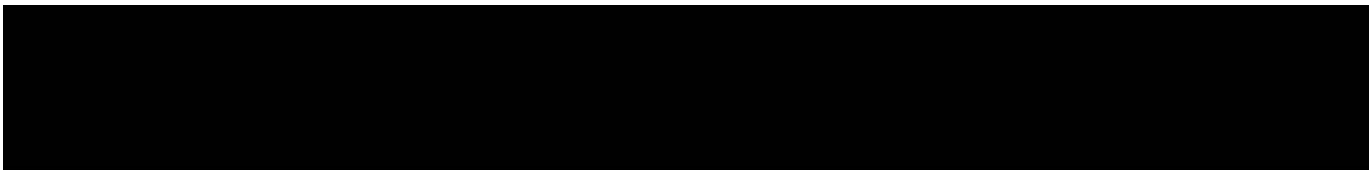
- A pop-up box will appear with Shipping Provider selections. Click on "Under 100 lbs. (Non Haz Mat Only)".



5890982

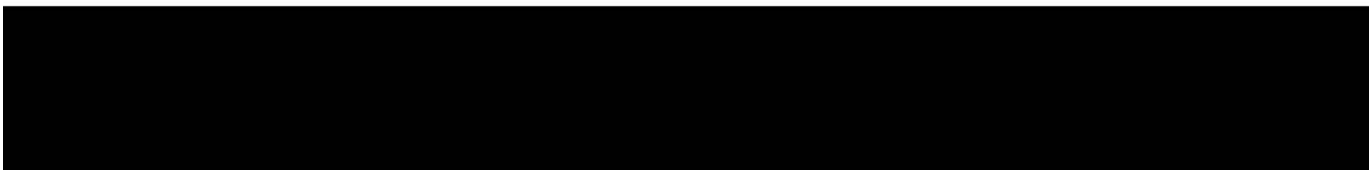
- 6. Click "Open" on next pop-up message.
- 7. The WPC Sheet and UPS Shipping Label will appear for immediate printing.

**Note:** The transaction number will carry over from GWM and the actual weight will be determined by UPS within the shipping process.



	Flag Count	Repairing Service Agent	Transaction Number	Version ↑	Active Version Indicator	Process Status	Job Card Number	Job Card Date
<input checked="" type="checkbox"/>	0		001458000000	2	X	Transaction Accepted and Paid		07/06/2021
<input checked="" type="checkbox"/>	0		001458000000	2	X	Transaction Accepted and Paid		07/19/2021

SELECT ALL      DESELECT ALL      GENERATE MASS SHIPPING LABEL



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- 8. For mass shipping label printing, open the GWM notification and select multiple transactions and select "Generate mass shipping label". Follow the same process and data entry as described above for single transaction label printing.
- 9. Over 100 lbs. (and oversized)
- 10. Access GWM by referring to the section above "Accessing Service Agent."



<b>Parts Return Status</b>			
<b>Project ID:</b> 353942.002	<b>Request Nbr:</b> 001452866387	<b>Test Results:</b> No	<b>Generate Shipping Label:</b>
<b>Status:</b> Part Return Required		<b>Special Parts Status:</b>	
<b>Special Project ID:</b>			



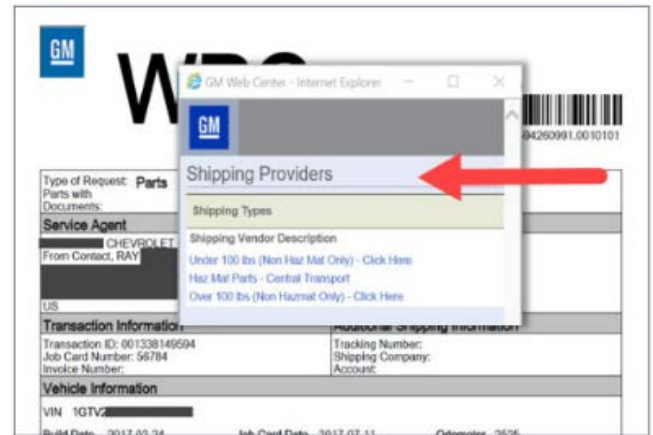
5890986

- 11. To generate a shipping label, click on the "Generate Shipping Label" link found on the Transaction Detail page in GWM.

<b>From Location</b>	
<b>Service Agent:</b>	<b>Contact:</b> (Your Name Here)
<b>Address1:</b> 123 MAIN STREET	
<b>Address2:</b>	
<b>City:</b> HOMETOWN	
<b>Country:</b> US	
<b>State / Prov:</b> CT	<b>Shipping Account:</b>
<b>Postal Code:</b> 12345	<b>Telephone Number:</b> (Your Phone # Here)
<b>Invoice Number:</b>	<b>Tracking Number:</b>
<b>Pickup Date:</b> 08/04/2021	<b>Shipping Company:</b>
<b># of containers(for this request):</b> 1	

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- 12. The number of packages (containers) default to "One"; update if more than one package label will be required. Enter dealer contact name and phone number and click "Save and Print".



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- 13. A pop-up box will appear with Shipping Provider selections. Click on "Over 100 lbs. (Non Haz Mat Only)".





Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows: *The agreed or declared value of the property is specifically stated by the shipper to be not exceeding _____ per _____.	<b>COD Amount: \$ <u>NA</u></b> <b>Fee Terms: Collect: <input type="checkbox"/> Prepaid: <input type="checkbox"/></b> <b>Customer check acceptable: <input type="checkbox"/></b>	
<b>NOTE Liability Limitation for loss or damage in this shipment may be applicable. See 49 U.S.C. ± 14706(c)(1)(A) and (B).</b>		
RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request. The shipper hereby certifies that he/she is familiar with all the terms and conditions of the NMFC Uniform Straight Bill of Lading, including those on the back thereof, and the said terms and conditions are hereby agreed to by the shipper and accepted for him/herself and his/her assigns.	The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.  _____ <b>Shipper</b> <b>Signature</b>	
<b>SHIPPER SIGNATURE / DATE</b> This is to certify that the above named materials are properly classified, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT.	<b>Trailer Loaded:</b> <input checked="" type="checkbox"/> By Shipper <input type="checkbox"/> By Driver	<b>Freight Counted:</b> <input type="checkbox"/> By Shipper <input type="checkbox"/> By Driver/pallets said to contain <input checked="" type="checkbox"/> By Driver/Pieces
<b>CARRIER SIGNATURE / PICKUP DATE</b> Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle.  <i>Property described above is received in good order, except as noted.</i>		

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15. When the carrier arrives, sign and date the BOL and have the driver do the same and make a copy for your records.

**Note:** An unsigned BOL will result in the driver not picking up the part.

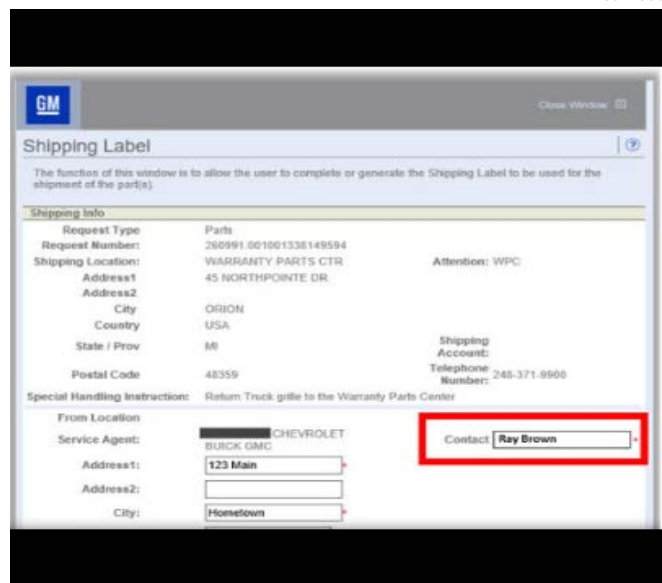
- The driver will put a sticker on the BOL with a Pro number.
- This is your tracking information to track the freight.
- It is the Service Agents' responsibility to track the package on the Central Transport website, before calling customer service with any receiving concerns.

**I. Shipping Process for Non - Hazardous: Canada Only**

Regular WPC warranty part return requests are shipped using a process similar to the process used for other Customer Care and Aftersales CCA Material Returns.

- Specific Warranty Material Return tags will be automatically generated for each WPC request at your Servicing Parts Distribution Center (PDC) and shipped in the next parts tote.
- Affix these Warranty Material tags to the outside of the package with the corresponding parts you are returning.
- Time from initial WPC request appearing on Management GWM to Dealer's receipt of WPC Material Return tags will be similar to transit times for other Material Return tags.

1. Access GWM referring to the section above "Accessing Service Agent Summary Detail."
2. After selecting the transaction for the part you are returning, scroll down to the section "Part Return Status" and click on generate shipping label.



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3. Enter your contact name in the space provided.

City:

Country:

Prov:

Code:

Shipping Account:

Telephone Number:

Tracking Number:

Shipping Company:

Date:

Containers (for this request):

149594260991.0010101

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- Click Save and Print. The WPC Sheet will appear for immediate printing.

#### Notes

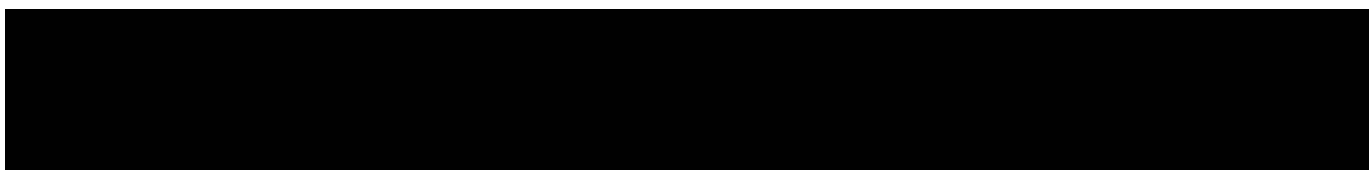
- Place WPC cartons on loading dock.
  - Same location as used for RIM, CORE and other Material Returns.
  - Do not place WPC parts inside a tote.
  - Parts must be properly packaged in a cardboard carton.
  - Large items such as engines or transmissions must be in a crate or specialized shipping container.
  - Improperly packaged or loose parts may be refused pickup.
  - Indicate on the Bill of Lading for Material Return (PC302C) a WPC Warranty Return.
- WPC cartons will be picked by the next Daily Parts Delivery truck.

- WPC cartons will be “scanned” upon arrival at Servicing PDC (i.e., same as other returns).
- Global Warranty Parts Return Status will be updated to “Shipped” when scanned at Servicing PDC.
- Verify carton has been received by Servicing PDC by checking “Parts Return Status” on the transaction detail screen of Global Warranty Management.
- Please allow a sufficient amount of time after pick-up for GWM to be updated. Transit time will be similar to other CCA Material Returns.

#### J. Shipping Process for Hazardous Parts: U.S. Only

Some common automotive hazardous material includes items such as: air bags, seat belt pretensioners, batteries (including Volt and Hybrid), paint, adhesives, solvents, and hazardous waste. (The list is not all inclusive. Refer to 49 CFR Hazardous Material Regulations.)

- A special box and packing material will be provided for shipping a battery (only) to the WPC. In most cases, the Service Agent should simply save the boxes the new parts were shipped in and use them to return the replaced parts to the WPC.*
  - Package the part as described in the section above: *Parts Preparation: Regular Part Requests: Hazardous Materials – U.S. Only.*
  - Follow instructions for *Shipping Process for Non-Hazardous Parts – U.S. Only* until instruction number 5, then follow the instructions below:
- Access GWM by referring to the section above “Accessing Service Agent.”



<b>Parts Return Status</b>		<b>Test Results:</b>	<b>Generate Shipping Label:</b>
<b>Project ID:</b> 353942.002	<b>Request Nbr:</b> 001452966397	No	
<b>Status:</b> Part Return Required			
<b>Special Project ID:</b>		<b>Special Parts Status:</b>	



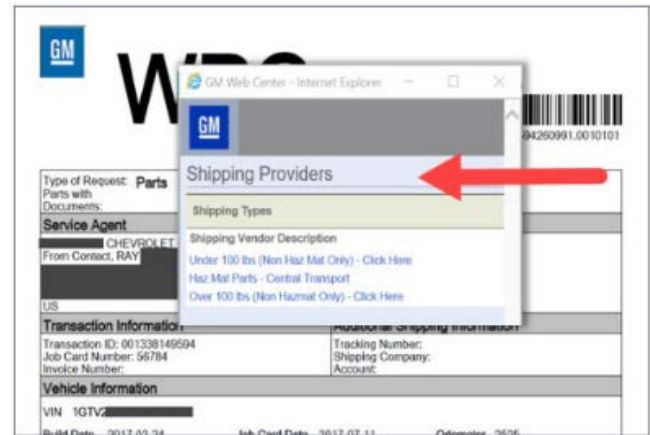
5890988

- To generate a shipping label, click on the "Generate Shipping Label" link found on the Transaction Detail page in GWM.

From Location		
Service Agent:	<input type="text" value="Contact (Your Name Here)"/>	→
Address1:	<input type="text" value="123 MAIN STREET"/>	
Address2:	<input type="text"/>	
City:	<input type="text" value="HOMETOWN"/>	
Country:	<input type="text" value="US"/>	
State / Prov:	<input type="text" value="CT"/>	
Postal Code:	<input type="text" value="12345"/>	→
Shipping Account:	<input type="text"/>	
Telephone Number:	<input type="text" value="(Your Phone # Here)"/>	→
Tracking Number:	<input type="text"/>	
Shipping Company:	<input type="text"/>	
Invoice Number:	<input type="text"/>	
Pickup Date:	<input type="text" value="08/04/2021"/>	
# of containers(for this request):	<input type="text" value="1"/>	

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- The number of packages (containers) default to "One"; update if more than one package label will be required. Enter dealer contact name and phone number and click "Save and Print".



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- A pop-up box will appear with Shipping Provider selections. Click on "Haz Mat Parts – Central Transport".

DATE: **CENTRAL TRANSPORT BILL OF LADING** Page 1  
 Please call Central Transport to schedule a pickup 586-467-1900

**SHIP FROM**  
 Name: \_\_\_\_\_ Bill of Lading Number: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_

**SHIP TO**  
 Name: GM WARRANTY PTS 18002  
 Address: 45 NORTH POINTE DR  
 City/State/Zip: ORION, MI 48359

**CARRIER INFORMATION**  
 CARRIER NAME: Central Transport  
 Trailer number: \_\_\_\_\_  
 Seal number(s): \_\_\_\_\_  
 SCAC: CT# \_\_\_\_\_  
 Pro number: \_\_\_\_\_

**THIRD PARTY FREIGHT CHARGES BILL TO:**  
 Name: NA  
 Address: NA  
 City/State/Zip: NA

**Freight Charge Terms:**  
 Prepaid \_\_\_\_\_ Collect  3<sup>rd</sup> Party  
 Master Bill of Lading with attached underlying Bills of Lading

TRANSACTION #: \_\_\_\_\_  
 Emergency response number: InfoTrac 1-800-535-5053 (A) #98073

HANDLING UNIT		PACKAGE		WEIGHT	H.M. (X)	COMMODITY DESCRIPTION <small>(If not listed, please list the DOT, description, class, and ERM #)</small>	LTL ONLY	
QTY	TYPE	QTY	TYPE				NMFC #	CLASS
						UN3268, Safety devices, 5, ERG #171	NA	70
						UN3480, Lithium ion batteries, 9, ERG #138		
						UN2734, Batteries, wet, filled with acid, 9, ERG #154		
						UN3353, Dangerous goods in apparatus, 9, ERG #171		
						UN3525, Engine, internal combustion, flammable liquid powered, 3, ERG #129		
						UN3174, Articles, pressurized pneumatic, 2, ERG #126		
				LBS		GRAND TOTAL		

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5. A Bill of Lading will populate from Central Transport.

- Fill in your Service Agent information in the "Ship From" area.
- Leave "Collect" checked to ensure that the shipment is properly billed to GM.
- Enter the transaction number.

- Enter the quantity of packages and the weight.
- Check the appropriate Hazmat box. Hazmat parts have a specific NMFC and Class number.
- If you need help filling this out you can go to [https://ai.fmcsa.dot.gov/newentrant/MC/Examples/Shipping\\_Paper\\_Guide.pdf](https://ai.fmcsa.dot.gov/newentrant/MC/Examples/Shipping_Paper_Guide.pdf)
- The NMFC# is NA and the class will always be 70.
- Please note: GM requires that a minimum of one person for each Service Agent be Hazmat certified to return Hazardous parts.

**Note:** Collect is only accepted on parts requested by WPC. If parts are shipped collect and not requested by WPC, the shipper will be responsible for the charges.

6. Call Central Transport to schedule a pick-up, the number is 586-467-1900 (it is also at the top of the BOL).

- You must tell them you are shipping a hazardous part at this time.
- Be sure to write down the pick-up number provided.
- GM gives 21 days to return parts; to make sure the parts being requested are delivered on time, please get them sent out within a few days of the request notification.
- Notify WPC Customer Assistance at 248-371-9900 immediately if there are any carrier delays or problems.

Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows:  
 "The agreed or declared value of the property is specifically stated by the shipper to be not exceeding \_\_\_\_\_ per \_\_\_\_\_."

COD Amount: \$ NA  
 Fee Terms: Collect:  Prepaid:   
 Customer check acceptable:

**NOTE Liability Limitation for loss or damage in this shipment may be applicable. See 49 U.S.C. ± 14706(c)(1)(A) and (B).**

RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request. The shipper hereby certifies that he/she is familiar with all the terms and conditions of the NMFC Uniform Straight Bill of Lading, including those on the back thereof, and the said terms and conditions are hereby agreed to by the shipper and accepted for him/herself and his/her assigns.

The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.

\_\_\_\_\_  
 Shipper  
 Signature

**SHIPPER SIGNATURE / DATE**

This is to certify that the above named materials are properly classified, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT.

Trailer Loaded:

- By Shipper
- By Driver

Freight Counted:

- By Shipper
- By Driver/pallets said to contain
- By Driver/Pieces

**CARRIER SIGNATURE / PICKUP DATE**

Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle.

Property described above is received in good order, except as noted.

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7. When the carrier arrives, sign and date the BOL and have the driver do the same and make a copy for your records.

**Note:** Federal regulation requires the BOL be signed by the shipper. Failure to do so violates the 49 CFR requirement and risks liability for civil penalties. An unsigned BOL will result in the driver not picking up the part.

- The driver will put a sticker on the BOL with a Pro number.
- This is your tracking information to track the freight.
- It is the Service Agent's responsibility to track the package on the Central Transport website, before calling customer service with any receiving concerns.



## K. Shipping Process for Document Only Request: U.S. and Canada

If there are no parts to return listed in the “Net Item Labor Parts” the request is often times a “Document Only” request. Send Document only requests directly to the person in the WPC address section of the WPC Shipping Label NOT to the WPC.

The screenshot shows a GM WPC Shipping Label and a pop-up window for Shipping Providers. The shipping label includes the following information:

<b>WPC</b>	
Warranty Parts Return to	
Type of Request: Document	
Parts with Documents:	
<b>Service Agent</b>	<b>WPC Address:</b>
Classic Chevrolet, Ltd. From Contact: Phyllis Looman 8174211200 1101 Hwy 114 W Grapevine Grapevine, TX 76051-3991 US	Oshawa Assembl Attention: Doug Mail Code: Ca1 098-003 1908 Colonel Sam Drive Oshawa, ONTARIO L1H8P7 CANADA
<b>Transaction Information</b>	<b>Additional Shipping Information</b>
Transaction ID: 001131257146 Job Card Number: 882637 Invoice Number:	Tracking Number: Shipping Company: Account:
<b>Vehicle Information</b>	
VIN 2G1FC1E37C9179442 Labour Operation: IP2020 - Wheel Alignment Measurement	

The Shipping Providers pop-up window shows the following options:

Shipping Types
Shipping Vendor Description
Document Only Req-Send via US Mail
Over 150 lbs - Central Transport - BOL Form
Haz Mat Parts - Central Transport - BOL Form
Under 150 lbs (Non Haz Mat Only) - Click Here

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- Observe the 1st line on the Type of Request.
  - This identifies if the request is for a Part or a Document.
  - For this type of request you will choose the “Document Only Req-Send via U.S. Mail” in the Shipping Providers pop-up.
  - The address to which the document shall be sent is listed under WPC address on the WPC Shipping Label.
- Using regular 1st class mail, send a legible copy of both sides of the Job Card, the WPC Shipping Label, and any other related service documentation such as: a Scan Tool printout or Snapshot, a diagnostic worksheet, etc. to the address indicated on the Shipping Label. Be sure to follow any special instructions included with the Document only request.
  - DO NOT put the shipping label on the outside of the envelope.

## L. Shipping Process for Special Part Request - Expedited Overnight Shipping: U.S. Only

- Service Agents may be contacted by the WPC to return “one-of-a-kind parts” for specific engineering analysis that have not been identified in the normal WPC request process. In those instances where a Special Part is needed, the Service Agent will receive a notification in GWM in the orange bar, for a WPC Special Part Request. The Special Part Request number begins with the letter “S.”

- The WPC has enhanced the Special Part Request process by adding the capability for Expedited Overnight Shipping. In situations where the Special Part Request has been selected for Expedited Overnight Shipping, the Service Agent will need to ensure that the appropriate shipping method is utilized.
- Ground transportation is standard, if overnight shipping is needed / requested – the overnight status must be selected at the time the label is created.
- To prepare for parts shipping, click on the line to highlight. Click “Generate Shipping Label.” A sheet will appear that needs to be printed and sent along with the parts and supporting documentation. (Job Card with technician comments). All parts relating to the repair must be returned. The form can be closed prior to printing the label. A pop-up box titled- “shipping providers” will appear. Choose appropriate shipping method. UPS generated labels default to ground shipment. Only choose the overnight option with WPC authorization.
- Please contact customer assistance with questions at 248-371-9900.
- Please include the Special Parts Request label, along with a copy of the technician’s Job Card with the part being returned. The WPC wants to ensure parts shipped by the Service Agent are accounted for and delivered to the correct person. This process will help to eliminate the possibility of being debited for parts you have already returned.

**Notice:** In some cases, the Service Agent may receive both a Special Part Request and a Regular Part Request through the Global Warranty System. If this happens, please contact the Warranty Parts Center at 248-371-9900 before the transaction is debited and we will close the Regular Part Request in GWM.

## M. Part Photo Return Requests (U.S. Only)

**Important:** For complete information on the Part Photo Return Process, please refer to Service Bulletin # **22-NA-018**.

The Part Photo Return process involves requesting a service agent to take photos of the part of interest via a Certified Service Mobile Toolbox (CSMT) app. This information will then be transferred to GWM for the requestor to review the part issue. If the photos contain the required information the requestor is looking for, the service agent will be notified to scrap the part locally. If the photos are not sufficient to close out the request, the requestor will ask the service agent to ship the physical part back through the normal part return process.

### Fundamental Steps of the Part Photo Return Process:

1. Dealer will receive notification (in GWM and CSMT App) that there is a new photo return request waiting for them in the App (dealer can also monitor current or past photo returns). For instructions on how to download the CSMT app, please reference training materials available on the GlobalConnect Warranty Administration Resource Center under Training materials/General Training.
2. Within 10 calendar days, an authorized dealer employee must use the "WPC Parts Photo Return" tool in the CSMT app to complete and submit the request. Authorized dealer users include (based on GlobalConnect Profile Role):
  - A. Parts Manager
  - B. Part Advisor
  - C Service Manager
  - D. Warranty Administrator
3. Within 5 calendar days of submitting the photos, the CSMT app will move the request to one of the following:
  - A. Ok to Scrap – the dealer can scrap the part locally, even if they have not yet reached the full 7-day part retention period.
  - B. Part to be Returned – the dealer will need to ship the part to the WPC. A new part return request will appear in Global Warranty Management which will allow the dealer to generate a shipping label to return the part. The dealer has 21 days for the part to be received by the WPC from the date of the new, physical part return request.

### Photos Required:

1. The Part Photo Return Process requires accurate and clear photos taken using the camera tool within the tool on the CSMT app. Required photos include:
  - A photo of entire causal part, pointing to area of concern
  - A close photo of the area of concern on the causal part
  - A photo of each/any part labeling on the causal part
- In addition to the three required photos, three additional photos and one 15 second video may be added to the request if desired to help identify the issue with the part.
- A picture of the job card is NOT required.
- The CSMT app will allow the dealer to enter comments if necessary to help explain the issue at hand.
- Pending Review: The photos have been submitted and are waiting for the reviewer to review the submitted photos
- Ok to Scrap: The service agent will monitor the app for updates to each transaction. If the reviewer decides there is enough information in

the photos, the transaction will update to be under the "OK to Scrap" header in the app and the dealer will be able to scrap the part locally.

- Return part: The service agent will monitor the app for updates to each transaction. If the reviewer decided the part needs to be shipped back for further investigation, the transaction will update in the app to be under the "Part Return Required" header. The service agent will have 21 days to return the physical part back to the Warranty Parts Center.

### CSMT WPC Parts Photo Return Notifications

- New Request: The service agent will receive a notification in GWM and App for each new part photo request
- Pending Review: The photos have been submitted and are waiting for the reviewer to review the submitted photos
- Ok to Scrap: The service agent will monitor the app for updates to each transaction. If the reviewer decides there is enough information in the photos, the transaction will update to be under the "OK to Scrap" header in the app and the dealer will be able to scrap the part locally
- Return part: The service agent will monitor the app for updates to each transaction. If the reviewer decided the part needs to be shipped back for further investigation, the transaction will update in the app to be under the "Part Return Required" header. The service agent will have 21 days to return the physical part back to the Warranty Parts Center.

### Debits:

- If Service Agent does not review the request and submit a part photo return within 10 days, the claim will move to pending debit and be processed for debit accordingly.

### N. New Model Exchange Program Parts

The WPC will be requesting special New Model Exchange Program Parts such as engines, transmissions, Volt, Spark, or hybrid batteries from Service Agents as follows:

1. A GM Service Bulletin advises Service Agents of an exchange, or if a part is not available except as an exchange part. Service Agents are directed to call the Product Quality Center (PQC).
2. The PQC qualifies and approves the exchange. The PQC will notify the appropriate parties to release and ship a replacement part to the Service Agent.
3. At the same time, the PQC notifies the WPC that an exchange is taking place with the Service Agent. The WPC creates an Exchange Special Part Request and assigns a Special Part Request Number. This number will begin with an "S" followed by 12 digits (system generated). The WPC will notify the Service Agent for shipping instructions. Most of the exchange parts will be expedited back to the WPC. The WPC will arrange

the shipment. If there are any questions pertaining to a return of an exchange part, please contact the WPC at 248-371-9900.

4. When the Parts Manager receives the failed part from the technician, all appropriate documentation should be attached including the: Exchange Special Parts Request and a copy of both sides of the hard copy of the Job Card.
5. When shipped to the WPC, the package should be marked with the Exchange Special Part Request Number. Example "S0011xxxxxxx"
6. If the part is not received at the WPC within 21 days from the original request date, the transaction will be submitted for debit.
7. Any special request for a Volt, Spark or hybrid battery will be faxed to the service agent with the information for the return of the defective battery. Please use only the information provided by the WPC, locations for return may vary. Not all of these Exchange requests come back to the WPC. Please contact Customer Service if you have any questions pertaining to these exchange returns.
8. Special Part Requests can be found in the orange bar in GWM. They will always start with an "S" not an "EX."
9. Shipping instructions for these exchange requests will be faxed to the Service Agent.

### O. Exchange Program for Electronic Products

Refer to the latest version of Service Bulletin # 08-08-44-029 in the Service Information application for instructions.

The following electronic products are serviced by this program:

- Radios and related Audio Products (including navigation and XM radios)
- RCA (Radio Control Assembly)
- Multi-media (DVD & CD)
- Entertainment/Video/Infotainment Systems
- ICS (Infotainment Center Stack)
- HMI (Human Machine Interface)
- Instrument Clusters
- Heads-Up Displays
- Night Vision Cameras
- OnStar Modules
- Select Battery Components (Volt, ELR, Spark EV and eAssist)

\*Certain generations of OnStar VCIMs are on a parts restriction program. Refer to the latest version of Corporate Bulletin Number 03-08-46-004.

### P. Tire Warranty Transaction

The tire warranty will continue to be handled through the Global Warranty Management (GWM) system. Keep in mind that a Pre-Repair Authorization (PRA) must be generated for all tire warranty transactions. Refer to the latest version of Service Bulletin 00-03-10-003 (in Canada, 01-03-10-003) in the Service Information application for instructions.

### Q. Out of Warranty Part Return Request - Engineering Information

An Out of Warranty Part Return Process enables GM engineers and suppliers to obtain replaced parts that were out of warranty. This process will assist them in the identification and resolution of durability related issues. This process is not a request to automatically replace parts, but rather a method to return those parts if they require service replacement.

The Service Agent service department will receive notification of GM's interest in particular parts of specific vehicles via an Engineering Information request. These parts will be requested and not required; however, every effort should be made to return the requested parts.

### R. WPC Part Return Reimbursement - Administrative Allowance, Postage and Core

- Service Agents will be reimbursed for their administrative time used in processing WPC part returns. For part return requests, submit up to \$25 in the Net/Admin Allowance field of the transaction. For "Document Only" requests, submit up to \$20 in the Net/Admin Allowance field.
- All related documentation including a copy of the WPC return request, proof of shipment, and the printed Shipping Label from the GWM system, must be maintained for future reference in accordance with the GM Service Policies & Procedures Manual.

### Freight and Postage Charges

- If the GWM system is used properly there should not be any incurred postage costs for the Service Agent's part returns. However, if there are special packaging costs, they should be submitted in the Freight & Postage field of the Net Items section. In cases of exception, this information will be communicated to the Service Agent.
- Special packaging situations may include crating an engine assembly, reassembly of components, or draining and sealing components in order to prevent leakage during shipment. They must be appropriately documented on the Transaction.
- Packaging material costs include such things as boxes, tape, etc.
- Regular 1st class postage charges for Document Only requests will be reimbursed by submitting in the Freight & Postage field of the Net Items section.
- Under no circumstances should a part be shipped to the WPC as Cash on Delivery (COD). Packages sent this way will be refused at the WPC dock and referred back to the originator.

### Core Charges

- Service Agents MUST submit for reimbursement for Core Parts returned to the WPC. Core charges *WILL NOT* be automatically credited.
- Submit the actual core part allowance in the Freight & Postage field of the Net Items section. From there select "Core" from the drop-down box.



- Print and attach the core exchange value documentation to the Job Card on which the Transaction is being claimed.
- Enter the core part number and the core amount in Tech Comments. If this information is not entered, the transaction could be rejected.

## S. Accessing WPC Forms - U.S. and Canada

### U.S.

1. Go to: GlobalConnect.
2. Click on the Departments tab and select "Service."
3. Under the Applications section select: Service Forms.

### Canada

1. Go to: GlobalConnect.
2. Click on the Departments tab and select "Service."
3. Under the Applications section select: Warranty Administration.
4. Select the Warranty Administration Form tab.

## T. FAQs - U.S. Dealers

Q1: When creating a shipping label, after clicking SAVE and PRINT the pop-up box does not come up. How do I print a label?

A1: If your security settings are too high or if your pop-up blocker is turned on the Shipping Provider pop-up will not come up. Turn off your pop-up blocker in the Tools section on the Tool Bar and turn your Security setting to medium under Internet Options on the Tool Bar.

Q2: I have called Central Transport for a pickup. and they did not show up at the scheduled time or came without a lift gate. Will I get an extension?

A2: The WPC understands there are delays out of the control of the Service Agent, we are always willing to work with you as long as every attempt has been made to return the requested part in a timely manner. Should you encounter this situation, please complete Form A (Shipping) and email it to the address noted on the form.

Q3: A part that was requested was broken and unable to ship safely i.e., a windshield. What should I do?

A3: Call WPC Customer Service and explain the situation and they will contact the project manager and find out how to proceed.

Q4: I sent the wrong part with the wrong transaction number; how do I get the wrong one back and the right one to the WPC?

A4: If the correct part(s) can be received by the WPC within the 21 days of the WPC Part Return Request, the WPC will accept the part(s). All freight charges to get the correct part to the WPC and the incorrect one back to the Service Agent will be the responsibility of the Service Agent.

Q5: A GM representative contacted me (the Service Agent) directly to send a part directly to them, and now there is a request for that part on GWM. Will the request be excused by the WPC?

A5: All parts under warranty are property of GM and should be considered as such. The proper method of sending parts back is always through the WPC. Before releasing a warranty part, please be sure you have either a GWM part return request or a GWM Special Part Return Request. If the GM representative insists on you providing them with the part, please contact the WPC immediately with the representative's information (name, title, contact information). DO NOT give the part(s) to the representative!

Q6: I just noticed there is a part in the red bar in GWM and I have not shipped it yet. Can I get extra time to send the part back?

A6: The WPC does not excuse late shipping issues.

Q7: I sent the part back to core center before realizing there was a WPC request for it. What should I do?

A7: In order to receive consideration for the claim not being debited, it is the Service Agent's responsibility to: 1.) Contact the Core Center and attempt to have part sent to the WPC, 2.) Incur the shipping costs and 3.) Parts not received within the 21 days from the WPC Part Return Required date, will be subject to debit.

Q8: I received a request through GWM that has no parts on it only fluid. What should I do to get this cleared off?

A8: Email or call your designated Warranty Support Specialist at the Warranty Support Center for a Parts Waiver. If you do not know who this is, contact your DVM/DMAR (U.S) and he/she can get the correct contact information.

## U. FAQs - Canadian Dealers

Q1: Do I send "Document Only" requests to the PDC cross-dock?

A1: No. Continue to mail "Document Only" requests to the person listed on the request.

Q2: WPC carton was picked up by the carrier but no update showing "Shipped" has been put in the Global Warranty system. It's been several days.

A2: Contact Warranty Call Centre (WCC) at 1-888-222-5546 or by emailing [wins@gm.com](mailto:wins@gm.com).

Q3: Global Warranty system has requested the return of a warranty part. I haven't received my Warranty Return Tag from the PDC with my other return tags. It's been longer than usual.

A3: Contact local PDC customer service help desk.

Q4: My Warranty Return Tag was lost/damaged. How can I retrieve another Tag?

A4: Contact local PDC customer service help desk.

Q5: The Global Warranty system says that my parts were shipped to the Warranty Parts Center, but the claim was debited?

A5: The transaction detail contains a debit reason code which will indicate the reason for debit (e.g., not received, inspected not defective etc.) Review the transaction detail and debit reason code. Contact your DSM if you still believe this debit was in error.

Q6: I received 2 WPC part return requests. Can I put parts from both requests in one box?

A6: No. Each WPC request must have its own carton and only the parts associated to requested transaction be in that carton.

Q7: The only part WPC requested is a fluid/chemical? (e.g., antifreeze, oil)

A7: Complete a Parts Waiver Form (found on GlobalConnect) and e-mail to your WSC rep.

Q8: The part(s) requested by WPC part were taken by the GM Brand Quality Manager or GM Field Engineer?

A8: The GM Field Manager or Brand Quality Manager will leave documentation such as an email or WPC waiver form with the Dealer when they take parts. Email this form/documentation to your WSC rep. requesting a WPC Parts Waiver.

Q9: What if this is a duplicate request?

A9: Contact Warranty Parts Centre.

Q10: WPC requested a part that was not on the vehicle at time of repair? (e.g., molding fell off on highway or addition of a kit)

A10: Complete a Parts Waiver Form (found on GlobalConnect) and e-mail to your WSC rep

Q11: WPC has requested parts that have already been scrapped.

A11: Warranty placed parts are required to be retained 7 days beyond payment of the claim. If you feel there are extenuating circumstances, contact your DSM who will evaluate your situation.

Q12: What if I have already sent the part back for a core credit?

A12: Cores replaced under Warranty are required to be retained 72 hours after the claim has been paid. If you feel there are extenuating circumstances, contact your DSM who will evaluate your situation.

Q13: What if the WPC request a "Dangerous Good?"

A13: WPC should normally not request "Dangerous Goods" such as airbags, seatbelt pretensioners and batteries. Assemblies and components containing fluids should be completely drained, shipping plugs reinstalled and properly packaged to prevent fluid leakage during shipment. Please contact Warranty Parts Centre if you receive a WPC request for other parts classified as "Dangerous Goods."

