



# Service Bulletin

Bulletin No.: 03-00-89-006Q

Date: March, 2019

## INFORMATION

**Subject:** New Vehicle Pre-Delivery Inspection (PDI) – Delivering Quality Vehicles and Generating Higher CSi Scores

**Models:** 2020 and Prior GM Passenger Cars and Trucks (including Medium Duty)

**Attention:** It is recommended that this bulletin be reviewed by the Vehicle Prep Department, Service Manager and Sales Manager. Please note the section on Steering Wheel Protective Covering Removal. Damage to the steering wheel, steering column wiring, or components resulting from improper removal of the protective covering is not warrantable. This Bulletin also applies to any of the above models that may be Export from North America vehicles.

This Bulletin has been revised to add the 2020 Model Year, add information under PDI Process and add Field Action Bulletin and Pre-Delivery Inspection Completion section. Please discard Corporate Bulletin Number 03-00-89-006P.

### PDI Process

Pre-Delivery Inspection forms are available through GM GlobalConnect under the Service Department section on the Pre-Delivery Inspection Form link (in Canada, GM GlobalConnect under Service Department Applications). Technicians will need to print the blank forms from the site and complete them with pen or pencil. The blue form fields can be filled out with the PC prior to printing. After inspection, the Pre-Delivery Inspection form must be retained in the service history file with a copy in the sales file/jacket for a minimum of 24 months. The Completely Satisfied New Vehicle Delivery Sales (CSDS) form is available in the Sales Department section under Quick Links (U.S. Dealers Only). This CSDS form should be used by the Sales department for use during the new vehicle delivery process.

**Important:** The electronic PDI forms contain a section titled "Special Inspection Items", which changes periodically. The CSDS form contains a new section titled "Vehicle Features and Controls - Customer Tips", which also changes periodically. Always use the most current forms when performing a PDI.

The majority of the PDI/CSDS content is the same for all vehicles and does not change on a regular basis. However, a small portion of the PDI form, titled "Special Inspection Items", and the CSDS form, titled "Vehicle Features and Controls - Customer Tips", is model-specific and changes periodically. The "Special Inspection Items" are issues needing extra attention

and the "Customer Tips" are helpful hints regarding features, which allow you to deliver the highest possible quality vehicle experience to your customer.

### Delivery Concerns

Most customers consider the condition of a vehicle during delivery as a direct reflection on your dealership and the amount of care and quality your service department delivers. Therefore, providing a vehicle at its best can increase your CSi ratings, and ultimately the number of customers in your showroom and service department. Many times, the pre-delivery process is overlooked as an ordinary task, but it is one of the most important functions performed for the customer. Customers who are delivered vehicles with damage may question the dealership's attention to detail.

For vehicles that may remain in storage for an extended period of time, refer to the latest version of Corporate Bulletin Number 09-00-89-002 – *Preventing Damage on Dealers Lots During Long Periods in Dealer Inventory and Maintaining Higher CSi Scores*.

The following identifies areas important to a quality PDI that can help improve a customer's perception of your dealership and increase his/her satisfaction.

### Transport Mode

Many vehicles are shipped from the factory in Transport Mode. Certain vehicle functions may not be available or may be altered while in transport mode. Refer to the latest version of Bulletin Number 11-08-49-001 – Transport Mode On Message Displayed in Driver Information Center (DIC) and/or Battery Light is

flashing, for details. **It is recommended that the vehicle be left in Transport Mode while in dealer inventory until the point of sale.**

## Tire Pressure

**Important:** Tires MUST be set to the recommended inflation pressure during the PRE-DELIVERY INSPECTION (including the spare tire if equipped).

Improper tire pressures may result in ride, handling and/or noise concerns. Verify and adjust the tire pressures, including the spare tire, during PDI to the requested PSI (or kPa) as found on the tire placard, NOT the pressure indicated on the sidewall of the tire. The recommended tire pressure placard may be located on the front door jamb, the rear door jamb, the inner trunk lid or the inside of the I/P compartment door depending on the model. Vehicles may not be shipped with the tires inflated to recommended pressures. Tire pressures may be set higher at the assembly plants to assure proper tire bead seating. Changes in temperature can also affect the tire pressure. Always verify the tires are at the correct pressure just prior to delivering the vehicle to the customer.

DO NOT drive vehicles with summer ONLY performance tires when ambient temperatures go to 20° degrees or colder. Refer to the latest version of bulletin 13-03-10-001.

## DEF Fluid (Silverado, Sierra, Colorado, Canyon, Express, Savana, Equinox, Terrain)

During the new vehicle PDI, it is important to top off the DEF fluid on the diesel equipped vehicles with up to 2.5 gallons (9.46 L) of fluid.

## Battery Check and Charge

Check condition and charge 12V the battery using PDI Mode on the EL-50313 battery tester/charger (Midtronics GR8). Utilizing the Top Off Mode in PDI will ensure a full state of charge in the battery. Testing and maintenance ensures the dealer will begin storage of the stock vehicle with a fully charged battery. It is then the dealer's responsibility to maintain the battery at a full state of charge until delivery to the customer. Refer to General Motors Transportation, Vehicle Storage and PDI Policy Manual, Article 2.1.2(b) for information on battery care. Vehicles stored with partially charged batteries are more likely to result in "walk home" failures during the warranty period. For important information regarding maintaining batteries on Hybrids and the Volt, refer to the latest version of Corporate Bulletin Number 09-00-89-002 – *Properly Maintaining Vehicles in Dealer Inventory*.

The EL-50313 (Midtronics GR8) PDI mode is designed to apply as much charge as safely possible in 20 Minutes. PDI mode also generates a print out. The print out must be kept with the vehicle file as proof of maintenance. Without proof of maintenance battery replacement claims are subject to being debited.

## Interior Glass Cleaning

The interior glass should be cleaned with plain, clean water only applied with a clean terry cloth towel. Please DO NOT use harsh, abrasive, or sharp instruments,

such as razor blades, to remove any markings from the glass. Water only cleaning eliminates any film or haze on the window and helps prevent fogging, which is a major customer dissatisfier in JD Powers IQS results. Tests indicate that glass cleaners are ineffective at removing the film and can make the situation worse. New vehicles have a tendency to deposit a film on the inside of the glass due to various properties of the interior materials.

## Fuel Economy Reset

Vehicles may be run very hard during assembly line testing then driven slowly around the plant and dealership lot. This will affect the fuel economy reading on the DIC/SID. To ensure that the fuel economy displayed is an accurate reading based on the customer's driving habits, it is important to reset the average fuel economy just prior to delivery.

## Compass (Global A Vehicles)

**Important:** Vehicles with an electronic compass display either on the inside rearview mirror or in the driver information center (DIC) MUST have the geographic zone set and be calibrated during pre-delivery inspection.

During the new vehicle PDI, it is important that the compass variance and calibration procedure be performed, even if a vehicle arrives displaying a compass heading. This will ensure the accuracy of the compass information. Refer to Compass Variance and Compass Calibration procedure in the vehicle's Owner Manual.

**Important:** This compass system does not require a compass variance (zone) procedure to be performed.

The compass receives its heading and other information from the global positioning system (GPS) antenna, StabiliTrak and vehicle speed information. The compass system is designed to operate for a certain number of kilometers/miles or degrees of turn before needing a signal from the GPS satellites. When the compass display shows CAL, drive the vehicle for a short distance in an open area where it can receive a GPS signal. The compass system will automatically determine when GPS signal is restored and provides a heading again.

## Wiper Blades

Clean the wiper blades if needed with Optikleen®, or equivalent, to reduce windshield wiper chatter concerns.

## OnStar® System Function (if equipped)

Check for the green indicator on OnStar® unit. Do NOT push the blue OnStar® button just to verify system function. Refer to the latest version of Corporate Bulletin Number 06-08-46-006 – *Information on Verifying OnStar® System Function During Pre-Delivery Inspection (PDI)*, for further details.

NEW OnStar White Phone Button - Press and listen for "OnStar Ready" - say "Help" to verify the system responds with the help menu (if equipped).

## Clock / Calendar

Set the clock / calendar to local time.

## Final Inspection & Preparation: Perform Just Prior to Delivery

### Interior

Remove protective coverings.

Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim.

### Exterior

Thoroughly wash the exterior of the vehicle.

**Caution: DO NOT** wash any of the underhood and/or the shift linkage, with any type of solvents, as it can damage the material in that area.

## Steering Wheel, Seats, and Interior Door Panels

### Important:

- There is no need to use any sharp object or cutting utensil to remove protective plastic from the steering wheel.
- Steering wheels may have an additional layer of plastic wound around the rim of the wheel. While this plastic is very thin, care should be taken to unwind it and not to twist it into a fine wire like bunch. When twisted tightly, this covering may have enough strength to scuff a leather steering wheel, if pulled off firmly.

These components are generally covered in plain or adhesive backed plastic to protect the surfaces during assembly and dealer delivery. One area of concern centers on leather-wrapped steering wheels. The steering wheels come tightly wrapped in multiple layers of plastic with a packaging label instructing specifically not to remove with a knife or sharp object. Many returned steering wheels show razor cuts to the leather.

### Steering Wheel: Plastic Protective Covering



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The removal process is quite easy. Sit in the driver's seat with your hands at the 11 o'clock and 2 o'clock position. Simply pull the plastic from behind, over the wheel toward you and then downward, taking care not to twist the plastic or allow it to bunch up.

**Notice:** When removing plastic steering wheel coverings care **MUST** be taken to always pull the covering off as described above. You **MUST** never draw the cover through the gap between the steering wheel and the steering column. Delicate wires and vehicle components may be present in this area. It is also possible to get unwanted plastic trapped in this area. Components damaged by trapped plastic are not covered under warranty and are subject to being debited.

### Steering Wheel: Cloth Protective Covering



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Cloth protective coverings are elastic and very easy to remove. They should present no difficulty.

Plastic coverings on the seats and the door panels should be removed without the use of knives or razor blades which can cut the seat and/or door panel. Plastic wrap caught behind moldings or bezels may require the removal of those trim pieces to remove the plastic. In NO case should residual or excess adhesive be removed from interior surfaces with a razor blade. Do not expose the interior surfaces to harsh chemicals which may discolor the finish.

Refer to the latest version of Corporate Bulletin Number 06-00-89-029 – *Interior Cleaning – Instrument Panel (I/P), Hard or Plastic Surfaces, Seats, Carpet, Leather, Vinyl, Fabric Cleaner, Stain Remover, Restorer – Product Availability*, for recommended cleaning methods and material for use on vehicle interiors.

## Exterior Protection/Vehicle Storage Guidelines

The exterior protection devices such as plastic sheeting and foam block door protectors should be left in place up to the time of the customer delivery except for vehicles on prominent display such as the showroom floor. These protective devices help to minimize lot damage, reduce dealer expense and increase customer satisfaction.

General Motors has commonized the use of door edge protection in order to reduce the chance of chips/scratches on the doors of new vehicles. The protectors come in the form of a black foam block that adheres to the painted door panel by a sheet of white, two-sided tape. This foam block is designed to protect not only the painted body panel, but also any body cladding or moldings on the vehicle. The location of the door protection varies, depending on the contours of the door or body cladding. The purpose of this protection is not only to protect the vehicle during transportation from the plant to the dealer, but also while the vehicle is either stored or displayed at the dealership. Refer to the General Motors Transportation, Vehicle Storage and PDI Policy Manual, Article 2.1.2 for more information and recommendations. GM recommends the door edge protection stay on the doors up until delivery to the customer. By leaving this protection in place, the possibility of door chips, scratches or dents is virtually eliminated.

While all damage and every situation cannot be accounted for, simple thoughtfulness and care should be your guide. There are many opportunities for damage to the finish of vehicles. Please review the following good discussion starters, with porters and technicians:

- Winter season conditions can be a good source of damage for northern dealers. Sharp snow shovels and ice scrapers can damage vehicles. Consider the use of plastic shovels (non-metal edged) for use in and around vehicle storage lots and make sure snow removal tools are in good condition. Instruct dealership personnel to be aware of potential damage when removing ice buildup from the vehicles.
- Keep bushes and shrubs trimmed back around vehicle storage lots. Sometimes, when space is at a premium, every inch of a lot is utilized. Do not park vehicles near landscaping that, during a thunderstorm or winter storm, may droop or move sufficiently to cause finish damage.

- Regularly maintain your dealership car wash. Worn components or improperly working mechanisms and valves may damage or cause dulling of vehicle finishes. If your dealership hand washes and polishes vehicles for delivery, reconfirm that personnel are dressed in proper clothing devoid of belt buckles, metal buttons/snaps, wallet chains, etc.
- Create an open dialogue with your employees on vehicle damage control.

### Removal of Transit Blocks (Camaro SS-1LE (RPO A1Y), ZL1 (Excludes RPO A1Z), CTS-V, ATS-V)

These vehicles are shipped from the factory with transit blocks inserted into the front springs that provide additional ground clearance required during vehicle transportation.

#### Transit Block in Front Spring

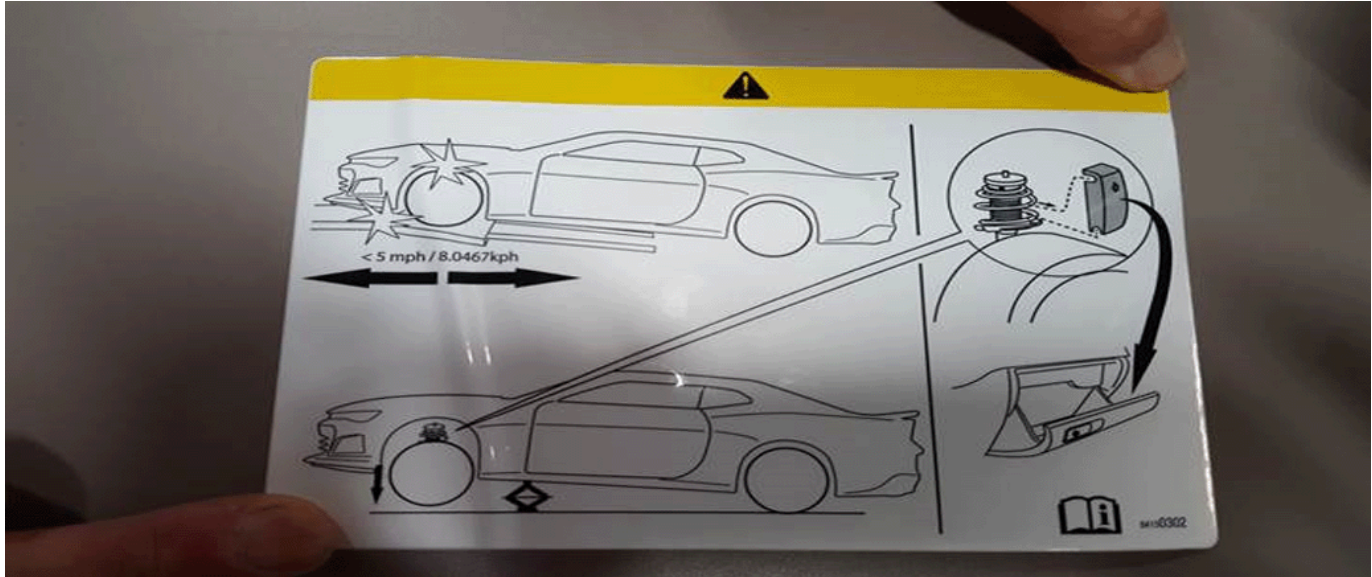


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These blocks (1 per side) **MUST** be removed during the PDI process.

**Notice:** Omitting the removal of these blocks will result in rough vehicle ride and front end suspension noise.

## Removal of Transit Block Window Sticker



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A reminder sticker to remove the transit blocks is applied to the vehicle windshield during assembly. This sticker should be removed only AFTER the transit blocks are removed.

**Note:** Delivery without removal of the transit blocks would be immediately noticeable to the customer and could result lower Customer Satisfaction Index (CSI) scores.

**Notice:** Failure to remove the transit blocks may result in a debit for the performed PDI. Subsequent vehicle servicing to remove the blocks would not be warrantable.

### Limited Production Option (LPO)

Limited Production Options (LPO) listed on the invoice are not shipped with the vehicle. In the U.S., the dealer should contact their local ADI for the LPOs, Items listed

as an LPO should not be claimed as warranty or transportation claims. In Canada, dealers should refer to Parts Bulletin GMP2015-128 for handling of an LPO shortage. Please refer to the latest version of Corporate Bulletin Number 11-00-89-002 – GM Accessories - Dealer Installed, Repaired or Replaced During Warranty Coverage for additional information on LPOs.

### Field Action Bulletin and Pre-Delivery Inspection Completion

To ensure vehicles are delivered to customers with no product issues, review and complete any open field action bulletins using Investigate Vehicle History (IVH) and complete the pre-delivery inspection (PDI) and monthly checkups BEFORE the vehicle is delivered to the customer.