



# Service Bulletin

Bulletin No.: 04-00-89-015U

Date: March, 2020

## WARRANTY ADMINISTRATION

**Subject:** Required Operating Procedures – 8 Points (U.S. Only)

**Models:** 2020 and Prior GM Passenger Cars and Trucks

**Attention:** This service bulletin does not apply to GM of Canada Service Agents. GM of Canada Agents should reference the General Motors of Canada Company Service Policies and Procedures Manual.

This bulletin has been revised to add the 2020 Model Year, update the text in multiple sections and update the GM Service Policies & Procedures Manual references throughout the bulletin. Please discard Corporate Bulletin Number 04-00-89-015T.

The following 8 points are taken from the GM Service Policies & Procedure Manual (P&P). They represent key GM requirements for service operations. For complete details of all policies and procedures, please refer to the GM Service Policies & Procedures Manual using the "Sales, Service, & Parts Policy and Procedures" Quick Link in the Service section of GlobalConnect.

These are minimum control requirements for work performed on behalf of GM. Dealers have the discretion to establish more stringent control requirements for their dealership with regard to work performed on behalf of GM, as well as customer pay and internal work.

### 1. AUTHORIZATION TO PERFORM REPAIR(S)

Each job card for work performed on behalf of GM must be signed by the customer authorizing the Service Agent to perform the requested service/repairs. Authorization must be obtained at initial write-up and prior to any repairs being performed. An authorization to perform repairs statement must be included on every job card. It is this statement customer(s) must acknowledge (see example below).

*"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in part shipments by the supplier or transporter. Thereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express*

*mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs hereto." Any warranties on products sold hereby are those provided by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law."*

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Customer Signature

There is to be a clear understanding of responsibility for all charges at the time the job card is written and while the customer is present. Customer must be provided a copy of the initial write-up document.

#### Acceptable Customer Signatures

- Customer signature under the authorization to perform repair statement on the job card at the time of original write up.
- Early bird envelope or drop off form completed by the customer. The early bird envelope or drop off form must be attached to the job card.
- Documentation such as a hand-written note or email provided by the customer prior to the initial job card write up documenting the service requests. The documentation must be attached to the job card.

- Signed pre-write up worksheet, as long it contains all required information (refer to the GM Service Policies & Procedure Manual Article 6.2.2). The pre-write up worksheet must be attached to the job card.
  - Electronic authorization (e.g. obtained by tablet), as long as it is obtained *prior* to the repairs being performed and customer acknowledges authorizing the repairs. E-signatures must be transferred to the job card and subsequently deleted.
  - Service Agent-owned vehicles, including new and used vehicles in inventory, service management is to sign the job card authorizing the work *prior* to repair. Service management approval (explanation, date, time, and signature/initials) is required. PDIs and Required Field Actions (ZFAT and ZPDI Transaction Types) are excluded from this requirement.
- Reference: GM Service Policies & Procedures Manual Article 6.2.2

### Customer Authorization Unavailable

- If Service Agent is unable to obtain one of the above acceptable customer authorizations, service management must state the reason and sign on the authorization line on the job card, *prior* to any repairs being performed. Service management approval (explanation, date, time, and signature/initials) is required.

## 2. SERVICE MANAGEMENT APPROVALS AND TRANSACTION AUTHORIZATIONS

Service management approval in the form of a signature (or initials), date, time and explanation documents the supervision and consent of Service Agent facility service management for all scenarios.

### Service Management Approval Required

The following authorizations must be documented on the job card separately.

Item	When Authorization is Required	Other Related Requirements
Customer Signature Not Available	Prior to Work Being Performed	Service Management approval must explain why the customer signature was not available.
Warranty on Dealer-Owned Inventory	Prior to Work Being Performed	Excludes ZFAT and ZPDI Transaction Types. Service Management must also sign on the authorization to repair line of the job card.
Added Operation (Add Ons)	Prior to Work Being Performed	Must be first inspected and verified by service management before it is added to the job card. Includes added operations when servicing dealer-owned inventory (excluding added lines for open Required Field Actions). Customer authorization required prior to work performed.

When two or more of the following situations apply to the same job card, Service Management may document a single authorization (Signature/initials, date, time) with a separate explanation to support each item authorized.

Item	When Authorization is Required	Other Related Requirements
Other Labor Hours (Auth Code E)	Prior to First Transaction Submission	Service management is responsible for reasonableness of OLH requested and validation that technician comments and time ticket documentation support time requested.
Repeat Repairs – Previous job card (comeback) (Auth Code R)	Prior to Transaction Submission or at the Time of First Rejection	Service Management is responsible for determining that current repair is GM responsibility and not a result of previous improper dealer workmanship or diagnosis. Authorization must explain how it was determined that repair is not a comeback.
Repeat Repairs – Same job card (Pyramiding) (Auth Code R)	Prior to Transaction Submission or at the Time of First Rejection	Service Management is responsible for determining that all repairs on the job card are GM responsibility and not a result of lack of proper diagnosis.
Straight Time (ST) Exceeding 2 Hours	Prior to First Transaction Submission	Service management is responsible for the reasonableness of straight time requested.
Policy Adjustments (Auth Code A)	Prior to First Transaction Submission	Any dollar amount outside of the GM participation range provided by the Policy Evaluation Tool will require pre-approval via the Empowerment Portal.
Auth Codes H (excess net amount), P (excess part amount), and M (odometer discrepancy)	Prior to Transaction Submission or at the Time of First Rejection	Service Management explanation must support reason for authorization request.

Customer Reimbursements up to \$1000	Prior to First Transaction Submission	Refer to the GM Service Policies & Procedures Manual Article 6.4.1 for details.
Vehicle payments up to \$1000 (Labor Op 0600005)	Prior to First Transaction Submission	Refer to the latest version of Service Bulletin 11-00-89-005 for details.
Incidental expenses up to \$500 (Labor Op 0600015)	Prior to First Transaction Submission	Refer to the latest version of Service Bulletin 11-00-89-005 for details.

### Wholesale Pre-Approval Required via the Empowerment Portal

Dealer pre-approval requests must be submitted via the Dealer Aftersales Empowerment Portal on GlobalConnect.

Item	When Authorization is Required	Other Related Requirements
Policy Adjustments (Auth Code A) outside of the GM participation range calculated by the Policy Evaluation Tool	Prior to Repairs	A copy of the Policy Evaluation Tool result <i>and</i> the approved portal request must be attached to the transaction. The Policy Evaluation Tool must be ran for each repair/transaction.
Car Rentals 7 or more Days	By Seventh Rental Day, and Final #Days prior to First Transaction Submission	Rental days must be supported by the repair performed. Day by day time-line of rental and repair status required. SPAC case number, if applicable, must be provided.
Vehicle Payments over \$1000 (Labor Op 0600005)	Prior to Repairs	Refer to latest version of Service Bulletin 11-00-89-005 for related policies.
Incidental Expenses over \$500 (Labor Op 0600015)	Prior to Repairs	Refer to latest version of Service Bulletin 11-00-89-005 for related policies.
Use of a Non-GM Part for any Repair Covered by GM	Prior to Repairs	Refer to the GM Service Policies & Procedures Manual Article 1.1.2 and Article 3.8 for disclosure requirements.
When a Repair is More Cost Effective but an Engine or Transmission Assembly is Replaced for Customer Satisfaction	Prior to Repairs	DO NOT check "Customer Enthusiasm" indicator on the transaction unless absolutely no defects were found in any vehicle component.
Any Policy on a Vehicle Covered by an Aftermarket Service Contract	Prior to Repairs	Service Management must validate that repair is not covered by an active service contract.
Any Policy on a Buyback Vehicle	Prior to Repairs	Use of Policy Evaluation Tool still required
CPO Repairs involving a CPO Restricted Labor Operation	Prior to Repairs	Refer to CPO Program Information
Warranty Block Override	Prior to Repairs	Refer to the GM Service Policies & Procedures Manual Article 4.7 for details on which repair types require approval
Courtesy Transportation outside of warranty during Field Action repairs when the Field Action Bulletin does not include provisions for Courtesy Transportation	Prior to Providing Courtesy Transportation	Per the GM Service Policies & Procedures Manual Article 4.4 and Article 10.10 and latest version of Courtesy Transportation Service Bulletin 07-00-89-037.

**Warranty Support Center (WSC) Approval Required**

The following claim types must be routed for "GM Authorization" in Global Warranty Management.

Item	When Authorization is Required	Other Related Requirements
Tire Replacements over 12,000 Miles	At time of Transaction Submission	Transaction must contain the tire proration amount in the Service Agent/ Customer Participation field. Deviations from proration must be supported with solid business case.
OLH Amounts (Auth Code E) Beyond Dealer Empowerment Limits	At time of Transaction Submission	WSC may require attachments to support the OLH request.
Customer Reimbursements over \$1000	At time of Transaction Submission	Refer to the GM Service Policies & Procedures Manual Article 6.4.1 for policies related to customer reimbursement.
Authorizations R, H, P and M Beyond Dealer Empowerment Level	At time of Transaction Submission	Service Management explanation must support reason for authorization request.

The Service Agent must designate one person responsible and accountable for all approvals issued by service management. This would be the service manager or service director. When portions of responsibilities are delegated to other members of service management, those who become empowered are to be salaried members of the service management team, responsible for supervision of employees, the performance of the service department, and the responsibility for administering the GM warranties. Service technicians, dispatchers, warranty administrators, other support, or hourly personnel are not to be empowered for these types of management approvals. All such delegation of approval must be monitored by the service manager or director, on a routine basis, for compliance with GM Service Policies and Procedures.

Reference: GM Service Policies & Procedures Manual Article 6.4

### 3. DETAILS OF CONCERN, CAUSE AND CORRECTION

#### Details of Concern

Details of each customer concern are to be noted at the time of job card write-up by recording the customers' problem description. The service advisor is responsible for confirming each customer concern as written on the job card. Vague descriptions such as "repair oil leak," "engine stalls," "install SOP", "repair noise" or coded descriptions of customer concerns are not acceptable.

If a customer concern is added on after initial write-up, the service agent is required to follow the requirements of the GM Service Policies & Procedures Manual Article 6.2.4.

#### Details of Cause

The technician must document on the shop copy of the job card all on-board diagnostic trouble codes (DTCs), test equipment readings, suspension alignment before/after readings, brake rotor/drum before/after readings, appropriate specifications, adjustments, circuit numbers, descriptive locations and indicators. Coded

descriptions are not acceptable. Battery replacements require the test result print out to be attached to the job card. Technician documentation should include all relevant observations and is not limited to the items listed above. All technician documentation must be traceable back to the technician performing the repair on the associated job card. All diagnostic time claimed must be substantiated by the technician's comments.

#### Details of Correction

Technician(s) must document on the shop copy of the job card the steps taken to correct the customer's concern in detail. Vague comments, such as replaced engine, turned rotors, etc. are not acceptable. The comments must be traceable back to the technician performing the repair on the associated job card.

#### Control Module Reprogramming

When repairs involve module reprogramming, technicians MUST document on the shop copy of the job card the Warranty Claim Code provided from SPS when programming is complete. The Code must be entered in the "SPS Warranty Claim Code" field of the transaction. For additional details on SPS Warranty Claim codes and module reprogramming labor operations, reference the latest version of Service Bulletin 06-08-47-001.

#### Replacement of Engine/Transmission Assemblies

Where a complete transmission/engine assembly is replaced, It is recommended that Service Agents complete the Cost Comparison Worksheet prior to repair and attach it to the job card. Restricted dealers who are required to contact GM prior to engine/transmission assembly replacement are required to complete and retain the Cost Comparison Worksheet.

Reference: GM Service Policies & Procedures Manual Article 6.2.4



## 4. LABOR TIME/HOURS

### OLH (Other Labor Hours)

- Technician must record on the job card the reason for OLH. Technician must detail failure and steps taken to facilitate repairs. Vague comments such as metal throughout are not acceptable.
- Separate on/off time punches are required on the technician's time ticket for the OLH time claimed on each labor operation with OLH. The separate time punch for OLH must be distinguishable from the other punch times for that job card, and support the amount of time claimed to GM on the transaction.

**Note:** Punching on/off physical job cards does not meet technician timekeeping requirements and is non-compliant and unacceptable.

- Service management approval, in the form of an explanation with date, time and signature (or initials) is required on the job card prior to initial transaction submission. Service management is responsible for the reasonableness of the OLH submitted and to ensure that technician comments adequately reflect the time involved. Validation of OLH accrued on the technician time ticket is required.
- A technician does not need to exhaust base time to receive OLH.
- Technician inefficiency or lack of training is not sufficient justification for OLH. OLH is not an extension of base time.
- Phone time with call center technical support activity cannot be charged to OLH. Normal road test to verify repairs are part of Strategy-Based Diagnostics and are not eligible for OLH unless the extenuating circumstance is documented and approved by service management.

### Diagnostic Time

GM follows "Strategy-Based Diagnosis/Symptom Diagnosis", which is an organized vehicle diagnostics approach for finding the source/cause of a defined problem or identified symptom. This is accomplished by following consistent, systematic and logical steps utilizing published diagnostic procedures and equipment. For example, finding the source of an electrical problem by following the trouble trees and/or diagnostic charts, or finding a driveability problem using a scan tool such as Techline equipment and following the trouble code diagnostic charts.

**Handling Variable Diagnostic Time:** Due to the nature of select repairs, a variable diagnostic time allowance may be listed separately in the Labor Time Guide as an Add Time. The amount of variable time claimed must be submitted in the "Diagnosis Time" Labour field, and substantiated by technician comments and steps taken to facilitate the repair.

- Diagnosis time submitted must be supported by individual and specific on/off punch times on the technician's time ticket.
- Service managers are responsible for assuring complete technician documentation and the reasonableness of diagnostic time claimed.

- Diagnostic/add time claimed above the variable published allowance shall be treated as OLH and must be approved and documented as such.
- Refer to Service Bulletin 18-NA-263 for further information.

### Straight Time

Straight time (ST) is time not published in the labor time guide. The technician must document all steps taken to support repair. Management is responsible for the reasonableness of the request. Straight Time more than 2 hours must be authorized by service management prior to the first transaction submission. Straight time is to be submitted in the Base Labor field of the transaction.

Reference: GM Service Policies & Procedures Manual Article 6.3

## 5. TECHNICIAN IDENTIFICATION AND ACCOUNTING OF LABOR TIME

All standard warranty and policy repair time must be documented on the technician's time ticket by job card. This includes the job card number and technician ID, along with actual date and start and stop time(s) while on premises the same day.

All warranty and policy repair time for any customer concerns added to the job card (add-ons) after the initial job card write-up and other labour hours (OLH) must have individual and specific on/off punch times on the technician's time ticket by job card line for repair(s) performed.

**Note:** Punching on/off physical job cards does not meet technician timekeeping requirements and is non-compliant and unacceptable.

The following are related to the above requirements:

### Multiple Vehicle Repairs

Technicians may not be clocked on two or more (multiple) job cards at the same time during standard warranty and/or policy repairs.

A technician may use a single on and off punch time on his/her time ticket when performing multiple vehicle repairs only under the following circumstances:

- When reprogramming multiple vehicles as part of the same recall or service update bulletin
- When performing multiple vehicle inspections with no part installation as part of the same recall or service update bulletin

In these cases, A VIN list from the "Open Recall Report", or an Investigate Vehicle History (IVH) screen prints must be attached to the job card.

### Multiple/Lateral Technicians

It is permissible for multiple technicians to work on the same vehicle, provided all warranty and policy repair time is noted on the technician time ticket by job card and unique technician IDs are notated.

### Brand Maintenance Programs

Technicians who exclusively perform oil changes/tire rotations/MPI services are waived from individual time requirements. The technician identification must be shown on the technician's time ticket by job card.

Technicians performing standard warranty and/or policy repairs in addition to oil changes/tire rotations/MPI services are required to follow established time documentation provisions stated in the GM Service Policies & Procedures Manual Article 6.2.5 for standard warranty and/or policy repairs. The technician identification must be shown on the technician's time ticket by job card.

### Broken Time Clocks

A broken time clock must be repaired or replaced immediately. Service management must write the actual start and stop time(s) on the technician time ticket. The time ticket must be signed or initialed by service management for each job card.

Reference: GM Service Policies & Procedures Manual Article 6.2.5

## 6. PROPER DOCUMENTATION AND RETENTION OF WARRANTY PARTS

All parts information including name, number, quantity, and price is to be recorded on, or attached to the job card. All parts are to be identified to the respective repair case and cross referenced (line-coded) on the job card or attached parts sheet.

- Following a warranty repair, all parts are to be turned into the parts department by technicians for retention and/or return.
- Warranty parts retained must be identified with the job card number. It is recommended to also identify the last 8 digits of the VIN and job card date.
- Service Agent's retention of parts should provide for easy retrieval and be kept in a clean, well-lit, and ventilated area.
- Service Agent(s) are to retain for inspection all warranty parts (except core parts – core parts section below) as directed in the GM Service Policies & Procedure Manual Article 5.15 (unless directed otherwise by GM Representative) from the paid date or until scrapped by a GM representative, whichever occurs first. Any defects should be clearly marked (if identifiable).
- If the part is past the retention period, 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.
- Divisional maintenance related parts (e.g. cabin/air filters) must follow the minimum retention period stated above, with exception stated below:
  - Oil filters for brand maintenance programs may be disposed of immediately.
- Fluids are not required to be retained.

- For specific instructions on core retention, please reference GM Service Policies & Procedures Manual Article 7.5 – Core Return Policies.
- Tires that are not required to be returned to the tire manufacturer are to be rendered unusable by cutting a hole in the tire sidewall of at least one inch in diameter with a hole-saw or drill.

All Warranty core parts (except ESC parts) must be retained for 72 hours beyond receipt of the Transaction Summary showing credit. Service Agents must check for Warranty Parts Center (WPC) requests through the Global Warranty Management system. If no WPC return request is received within 72 hours of the Service Agent receiving a GWM Transaction Summary Report showing credit, the specified core part must be shipped to the CCA Core Return Center within 21 days.

WPC requests for part returns **must** be given priority over returning to CCA Core Return Center. Core parts that are returned to the CCA Core Return Center prior to WPC parts request(s) will be debited.

Electronic Service Center (ESC) parts should be returned to the ESC within 30 days to receive core credit. Refer to the GM Service Policies & Procedures Manual for complete details. The WPC rarely requests ESC parts from Service Agents. Service Agents should return exchanged units promptly to the ESC, and the WPC will obtain any ESC parts that are needed directly from the ESCs.

Reference: GM Service Policies & Procedures Manual Article 5.5 and latest version of Service Bulletin 99-00-89-019

## 7. ACCURATE SUBLET CHARGES AND RECEIPTS

The following policies apply for repairs sublet by the Service Agent to repair shops (including other repair locations owned by the Service Agent):

- Sublet repair reimbursement is limited to the lower of the actual sublet invoice or the Service Agent's comparable allowance, calculated at Service Agent parts & labor allowances and published GM labor time(s). Any discounts or allowances applied to the sublet invoice or made available to the Service Agent for non-warranty repairs are to be also applied to the sublet reimbursement amount. Repairs are not to exceed the Service Agent's parts and/or labor allowance as set forth in the Parts and Accessories Policies and Procedures Manual for reimbursement details when non-GM parts are used.
- Service Agents are not to solicit charges from sublet shop higher than those customarily charged by the shop
- Service Agents are to supply the sublet facility with GM parts which are used in the performance of the sublet repair. Service Agents are eligible for the appropriate handling allowance.
- Sublet repairs must not be shown on a warranty transaction as a Service Agent performed repair. If repair is performed by the Service Agents' body shop, then warranty transaction must reflect labor and parts as such and sublet net item is not allowed.

- All job cards with sublet invoices are to be cross referenced. Sublet invoices are to contain VIN, date of repair, and a description of repairs performed.
- Sublet invoices must be attached to the job card and be a part of the vehicle history file.

Reference: GM Service Policies & Procedures Manual Article 5.4 and Article 6.4

## 8. ADD-ON CUSTOMER CONCERN AFTER JOB CARD WRITE-UP

Any warranty/policy concern not expressed orally or in writing by the customer at initial write-up must be first inspected and verified by the service manager before it is added to the job card. Once the service manager determines that the additional repair is necessary and approves adding the line to the job card, the line may be added by the service manager, service consultant or any non-technical service department employee. The add-on line must be added to the front of the job card with all other customer concerns. The service manager must document their authorization (date, time, signature/initials and explanation) on the job card prior to work performed. There must be a clear understanding how the additional work became a concern (i.e. customer called back, technician found during multi-point inspection), or other supporting documentation. The explanation must specifically describe what the service manager saw or verified upon inspection or road test. Multiple additional concerns must each contain this approval. The customer must be contacted prior to work being performed for their permission to continue with the repair(s). The date and time the customer provided permission must also be documented on the job card. Individual and specific on/off punch times by job card line are required on the technician's time ticket for add-on repair(s) performed. The separate time punch for add-ons must be distinguishable from the other punch times for that job card.

**Note:** Punching on/off physical job cards does not meet technician timekeeping requirements and is non-compliant and unacceptable.

Regardless of the date, subsequent warranty customer concerns based on multi-point vehicle inspections are considered added customer concerns and will be treated as such.

When adding lines to job cards involving dealer-owned inventory for completion of Safety, Emissions and Non-Compliance Recalls, service manager approval is not required. Technician punch time requirements still apply.

Customer concerns not documented on early bird envelopes or drop-off forms that are added to the job card are considered add-ons and must be approved by the service manager prior to work being performed.

Reference: GM Service Policies & Procedures Manual Article 6.3

## Frequently Asked Questions

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**Q:** Is straight time considered to be OLH and how does it relate to time accounting?

**A:** Straight time is not considered to be OLH. Straight time exceeding 2 hours needs to be authorized by service management prior to claim submission. When a technician encounters extenuating circumstances in performing a repair that would typically be submitted as OLH, this labor time is submitted separately in the OLH field and authorization and time punch requirements for the OLH apply.

**Q:** Do I have to punch on/off per job card line for warranty/policy repairs?

**A:** If one technician is working on the vehicle, he/she is only required to punch on/off their time ticket once per job card, unless the job card has an add-on line or involves time claimed in the Diagnosis Time or Other Labor Time (OLH) Labour section fields.

**Q:** Do time punches on job cards qualify as acceptable time documentation?

**A:** No. The only acceptable time documentation is what is recorded on the time ticket for the technician. Technician timekeeping on the job card is non-compliant and unacceptable.

**Q:** I have a job card with two or more (multiple) warranty lines that does not require any additional add-ons or OLH. How many time punches are required for this repair?

**A:** Two. One at the start of the repair and one at the end of all repairs.

**Q:** At the initial write-up of the job card, there were two or more (multiple) warranty lines on the card. It was discovered that the vehicle had an open recall and that line was added after initial write-up. Do I need to secure the Service Manager's approval for the add line and do I need to punch on/off for the repair?

**A:** Yes. Technicians must obtain service management approval for add-ons and punch on/off the time ticket separately for the recall repair (add-on line). If the job card is written on a dealer-owned inventory vehicle, and the add-on line involves an open Required Field Action per IVH, service manager approval is not required. The separate on/off punch time requirement for the add-on repair still applies.

**Q:** How must the technician time ticket be documented?

**A:** Each job card that a technician works on, regardless of the number of warranty lines on the ticket, must contain the following:

- Job Card Number
- Technician

- Actual date of the repair
- Start and stop time for the repair (electronic or manual clock on/off; cannot be handwritten)

**Q:** Can a technician work on multiple vehicles at once?

**A:** Yes, as long as the repairs are of the following types:

- Single standard warranty and/or policy repair event simultaneously with a customer and/or internal repair event
- Service Update Bulletin or Field Action that involves reprogramming
- Service Update Bulletin or Field Action which requires an inspection (no parts replacement)

Note: For service update bulletins or field actions, when multiple VINs are worked on at once, the VIN list from the "Open Recall" report or an IVH screen print must be attached to the job card. (Per GM Service Policies & Procedures Manual, the documentation must be retained for a minimum of 24 months.)

**Q:** As the technician is not required to punch on/off of customer pay work, how do I handle time accounting documentation for repairs that may have started out as customer pay, but end up being policy?

**A:** The Service Manager must document the situation in detail on the job card, along with the date, time and signature (or initials) per the standard service management authorization procedure.

**Q:** If my total repair elapsed time is on the customer pay line of the job card, but the job card had one customer pay line and two warranty lines on the same ticket, would I be debited back for the repairs?

**A:** No, as long as the total elapsed time on the time ticket is reasonable to complete all the repairs outlined on the job card.

**Q:** Is Certified Pre-Owned (CPO) considered a Brand Maintenance Program?

**A:** For the oil change portion of the program the answer is yes and technicians should follow the Brand Maintenance guidelines outlined in this bulletin. All other repairs under the warranty portion of the CPO program should follow the warranty guidelines outlined in this bulletin.

**Q:** There was only one single labor operation that applied to both a left and right side component. The technician repaired/replaced both components, but Global Warranty Management (GWM) will not allow me to submit two transactions using the same labor operation. Therefore, both repairs were claimed on the same transaction and OLH was utilized to claim the additional labor involved. What are the service management authorization and technician time accounting requirements for the OLH?

**A:** In this situation, the OLH field of the transaction is being used to claim for standard repair time. Therefore, authorization and time accounting requirements for the "OLH" do not apply. These requirements only apply to true OLH, which represents labor to address extenuating circumstances that are not part of the published repair procedure for that component. OLH submitted in this situation should not exceed the published base time for the single (right or left) component repair. Any OLH above the published base time would be considered true OLH and would require separate on/off time punches and Service Management authorization.