

# #22-NA-244: Warranty Administration - GM Accessories - Dealer-Installed, Repaired or Replaced During Warranty Coverage Period - (Oct 4, 2024)

**Subject: Warranty Administration – GM Accessories – Dealer-Installed, Repaired or Replaced During Warranty Coverage Period**



Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Light Duty Trucks	2025 and Prior		—	—	—	—
Cadillac							
Chevrolet							
GMC							
<b>Involved Region or Country</b>		United States, Canada					

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

**Important:** Refer to **Labor Time Guide (LTG)** for a complete list of applicable “Installation” and “Repair” labor operations. In some cases, it will be necessary to use the closest-to labor operation.

To review accessory “Installation” and “Repair” labor operations, select the following categories from the LTG main menu: *General Information > Dealer Installed GM Accessory Installation/Repairs.*

**Note:** Accessory part numbers beginning with 19, example: 19xxxxxx, Refer to Associated/IBP section.

Accessory Part Number		See Instructions
Accessory part numbers	On IVH vehicle build as Dealer Installed option	See LPO section

Accessory Part Number		See Instructions
	In IVH added options or not on build at all	See ACO section
Accessory part numbers (begin with "19")	These are Associated Accessories which are sold over-the-counter and not part of the vehicle build. They will not appear in IVH.	See Associated Accessories/IBP section

### Limited Production Option (LPO)

LPOs are accessories that are factory invoiced options ordered at the time the vehicle order is completed.

Under the guidelines for GM Parts Warranties, GM LPO Accessories permanently installed on a GM vehicle PRIOR to new vehicle delivery will be covered under the provisions of the Bumper-to-Bumper New Vehicle Limited Warranty (Canada Base Warranty).

Labor Code 0590032 should be used to claim the time for dealer installation of LPOs. Eligible labor time for LPO installation can be found in the Labor Time Guide (LTG) under: General Information > Pre-Delivery Inspection > PDI – Dealer Installed – Factory Invoiced Options. Labor for installation of an LPO accessory must be claimed using this labor operation, not under the regular warranty repair labor operation.

Select LPO accessories that require a calibration update as part of the installation must be submitted using a unique labor operation. The LTG as well as the installation instructions in SI will direct users to the correct labor operation in these cases.

### **Basic LPO Installation Process:**

1. Check vehicle build in IVH for all "Dealer Installed" RPO/LPOs.
2. Locating the correct accessory installation instructions:
  - ⇒ Most GM Accessories come with a single-page sheet that includes the Instruction ID Part Number, which is searchable in the Service Information Accessories Manual.
3. Always reference instruction sheets in SI for each new accessory installation, as instruction sheets may be updated with new information.
  - Note:** Some I-sheets include diagnostics
4. Confirm all "Dealer Installed" accessories in vehicle build list are installed correctly on vehicle according to instructions in SI.
5. **IMPORTANT:** If called for in the SI instructions, confirm all required calibration updates are installed. Record any applicable warranty claim codes generated during calibration events.
  - 5.1. Before performing programming via SPS, technicians **must** contact the Techline Customer Support Center (TCSC) at 1-800-828-6860 English or 1-800-503-3222 French to have the appropriate Accessory calibration applied to the VIN.
  - 5.2. If programming is attempted BEFORE contacting TCSC, SPS will not deliver the correct accessory calibration to the vehicle. The user may also receive a message advising that they are attempting to program with the "same calibration" – a warning that the vehicle has not received the required accessory calibration.
  - 5.3. For additional details, refer to Service Bulletin # 22-NA-053: New Labor Operations for Limited Production Option (LPO) Calibrated Accessories.

## Accessory Catalog Offerings (ACO or over-the-counter)

For all GM ACO accessories installed by a dealer or Accessories Distributor Installer (ADI), a ZSET transaction should be submitted in Global Warranty Management (GWM) using the appropriate "installation" labor operation found in the Labor Time Guide under *General Information > Dealer Installed GM Accessory Installation*. "Installation" labor operations are zero-dollar transactions (no labor, parts or net allowed) but will add the accessory to the vehicle build record in Investigate Vehicle History (IVH). This information will help dealers determine the warranty coverage of the accessory.

Warranty repairs within the Bumper-to-Bumper New Vehicle Limited Warranty (Canada Base Warranty) coverage period are to be submitted as a ZREG Transaction Type using the applicable regular warranty repair labor operation.

Warranty repairs after the Bumper-to-Bumper New Vehicle Limited Warranty (Canada Base Warranty) expires, but within the 12 months/unlimited miles (unlimited km) coverage from the time of installation, are to be submitted as a ZPTI Transaction Type using the applicable regular warranty repair labor operation.

Accessories that require calibration updates as part of the installation may have the cost of the calibration covered in the price of the ACO accessory. In these cases, the instruction sheets found in SI will have a special labor code mentioned just for covering the cost of the calibration update.

### **Basic ACO Installation Process:**

1. Confirm in the **GM Electronic Parts Catalog (EPC)** and marketing information that the ACO accessory is compatible with the vehicle.
2. Always reference instruction sheets in SI for each new accessory installation, as instruction sheets may be updated with new information.
3. Confirm accessories are installed correctly on vehicle according to instructions in SI.
4. **IMPORTANT:** If called for in the SI instructions, confirm all required calibration updates are installed. Record any applicable warranty claim codes generated during calibration events.
  - 4.1. Before performing calibration updates via SPS, technicians **must** contact the Techline Customer Support Center (TCSC) at 1-800-828-6860 English or 1-800-503-3222 French to have the appropriate Accessory calibration applied to the VIN.
  - 4.2. If programming is attempted BEFORE contacting TCSC, SPS will not deliver the correct accessory calibration to the vehicle. The user may also receive a message advising that they are attempting to program with the "same calibration" - a warning that the vehicle has not received the required accessory calibration.

## Associated Accessories (IBP Accessories)

Associated Accessories offered through our Integrated Business Partners (IBP) are covered by the individual accessory manufacturer. **For warranty terms, contact information, and installation videos, please refer to the GM Accessories HQ in the GlobalConnect App Center.** Associated Accessory warranty cards may also be available through your local Accessory Distributor Installer (ADI).

Some Associated Accessories Supplying Manufacturers are:

- Kicker Audio Systems
- EchoMaster
- AKG Harman
- Borla
- Curt

- RealTruck (Roll-N-Lock, UnderCover, Bak, Retrax, Extang, Truxedo, Etc.)
- Rugged Liner
- Thule

**Note:** For Technical Support, Dealers will need to contact the Supplier of the specific Associated Accessory. The supplier will support any installation or warranty concerns not GM Technical Assistance Center (TAC). Supplier Contact information is available through the GlobalConnect GM Accessory HQ app, your local Accessory Distributor Installer (ADI), and is also attached to the parts information within the GM Electronic Parts Catalog (EPC).

### **Basic IBP Installation Process:**

1. Confirm in the EPC and marketing information that the IBP accessory is compatible with the vehicle.
2. Confirm accessories are installed correctly on the vehicle according to instruction sheets found in the box.

Examples of Associated Accessories that may not have Installation Information in Service Information / Accessory Installation Manual:

- Sliding Bed Trays
- Non-GM Tonneau Covers
- Light Bars
- Trailering or Dash Cameras
- Speaker or Subwoofer Kits
- Trailer or 5th Wheel Hitches
- Trailer Brake Controllers

**Note:** The GM Technical Assistance Center (TAC) is unable to assist with questions regarding these installation or repair of Associated Accessories. Dealers/technicians must contact the individual accessory manufacturer.

### **Submitting for IBP Associated Accessories Labor in Global Warranty Management**

Dealership labor for performing warranty repair or replacement of an Associated Accessory as directed by the accessory manufacturer may be claimed through GWM. Refer to Article 1.3.4 in the Parts and Accessories Policies and Procedures Manual for complete details. In Canada, please refer to the GM Parts Policies and Procedures Manual, section 7.3.3 General Motors (Dealer) Accessories Warranty. Submit labor using the following procedure:

1. Document the complaint, cause, and repair (correction) of the Associated Accessory on a repair order. Include the Associated Accessories Manufacturer name and service part name or GM part number, if instructed by the Associated Accessory manufacturer to replace the complete assembly.
2. Submit a **ZREG Transaction Type** in Global Warranty Management (GWM) for reimbursement of labor involved using the appropriate labor operation shown below. If your actual labor time falls within this range:
  - Up to 0.3 hr — Labor Op 0602608
  - 0.4 Up to 0.6 hr — Labor Op 0602708
  - 0.7 Up to 1.0 hr — Labor Op 0602808
  - 1.1 Up to 1.5 hr — Labor Op 0602908

3. Submit the actual amount of labor in the Base Labor field.
4. Submit up to \$25.00 in the Net/Admin Allowance field to cover processing and handling of the replacement part with the Associated Accessories Manufacturer or the Accessory Dealer Installer (ADI).
5. Enter the GM part number being repaired in the "Reference Number" field of the GWM transaction.
6. Parts are prohibited and must **NOT** be claimed on the transaction. Replacement of defective Associated Accessories are the responsibility of the specific accessory manufacturer.

<b>Version</b>	4
<b>Modified</b>	Released December 07, 2022 – Corporate Service Bulletin Number 11-00-89-002E has now become Global format Service Bulletin 22-NA-244. This update adds the 2023 Model Year and helps identify LPO, ACO, and IBP processes. Revised May 22, 2023 – Added the 2024 Model Year. Revised May 03, 2024 – Added the 2025 Model Year. Revised October 04, 2024 – Reformatted bulletin and updated information.

Additional SI Keywords: Kicker, Curt, Echomaster, fold-a-cover, hitch, roll-n-lock

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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