

# Powertrain Contact Center Warranty Process

## GM Parts & Performance Parts Warranty Process

### For Independent Service Centers and Fleets

1. The Independent Service Center (ISC) or Fleet determines there is a concern with a replacement GM Parts engine, transmission, transfer case or GM Performance Parts engine or component. **The ISC/Fleet will contact the Powertrain Contact Center (PCC) at 1-866-453-4123.** The PCC will review the diagnosis and offer additional direction as necessary.
2. If the PCC determines repair or replacement is necessary, the ISC/Fleet will provide the dollar amount for labor for the repair or the replacement of the assembly. The installer will need to provide the breakdown of labor cost (hours X labor rate) along with any additional hours. The PCC will ensure that the labor dollar amount is appropriate for the repair or replacement.
3. If the assembly was not purchased directly through a dealer, PCC will determine the dealer that will process the warranty claim.
4. If the ISC/Fleet and PCC agree on the labor dollar amount, the PCC will call the processing dealer to ensure that the dealer approves of the ISC/Fleet performing the repair or replacement. Dealer has the right to inspect the engine and/or transmission before repairs are performed.
5. If the processing dealer approves of the ISC/Fleet, the PCC will fax the authorization template to the ISC/Fleet. The ISC/Fleet will contact the dealer for the necessary parts and/or assembly after completing the authorization template.
6. If the ISC/Fleet and the PCC do not agree on the amount of labor or the dealer does not approve of the ISC/Fleet, the vehicle will need to be taken to the nearest General Motors dealer or alternate ISC/Fleet for service.
7. If PCC has a concern with the legitimacy of the warranty claim, PCC will contact dealer to investigate claim. If PCC, dealer and ISC/Fleet can not resolve the warranty dispute, PCC will contact the District Service Manager to intervene and validate/deny warranty claim.
8. After completion of the repair or replacement, all supporting documentation (original repair order or copy of original purchase receipt from dealership, current installer repair order, warranty statement, and the completed authorization template) and the return of the core for replacements must be sent to the authorizing dealer. The dealer must verify the information on the supporting documentation. The dealer must retain copies of the warranty statement, original repair order, current repair order, and the authorization template.
9. The dealer will contact the PCC to review the authorization template, provide a repair order number, and the line total so the PCC can submit a pre-authorization for the warranty claim.
10. The dealer will submit the warranty claim using the labor op provided by the PCC. The dealer will use Claim Type B for claims under 12 month/12,000 miles and Claim Type N for claims over 12 months/12,000 miles. The dealer will not use any Authorization Codes during the claim submission.
11. After the dealer receives payment for the warranty claim, the dealer will reimburse the ISC/Fleet.



PCC is available Monday through Friday,  
8:00 a.m. to 5:00 p.m. for each time zone.  
**1-866-453-4123**



# Powertrain Contact Center Authorization Template

GM Parts Engines, Transmissions, Transfer Cases & Performance Parts Engines & Components

**\*\*\*ISC/Fleet must contact PCC to start Warranty Process @ 1-866-453-4123\*\*\***

Is the unit under warranty? (YES or NO) Circle one

Current Mileage: \_\_\_\_\_

Mileage when unit was installed: \_\_\_\_\_

Number of miles since the current unit was installed: \_\_\_\_\_

Original installation date of the unit: \_\_\_\_\_

List date of warranty expiration: \_\_\_\_\_

Type of service vehicle is used for (ex: fleet, personal, police, taxi, or towing):  
\_\_\_\_\_

Vehicle Identification Number (VIN): \_\_\_\_\_

Product purchased from: \_\_\_\_\_

Describe customer complaint: \_\_\_\_\_  
\_\_\_\_\_

Describe the exact failure condition: \_\_\_\_\_  
\_\_\_\_\_

**ENGINE:** Describe method of engine oil priming used on the current engine (**must be documented on RO**): \_\_\_\_\_

GM part number: \_\_\_\_\_

Engine serial number: \_\_\_\_\_

Engine build site code: \_\_\_\_\_

Reference Corporate bulletin  
02-06-01-026 for engine  
number locations

## **TRANSMISSION:**

Green Tag Information = all information on the green tag from top to bottom and left to right:

Describe the method used to clean and flush the oil cooler and lines when the unit was installed (**must be documented on RO**): \_\_\_\_\_

GM part number: \_\_\_\_\_

Transmission serial number: \_\_\_\_\_

Reference Corporate bulletin  
02-07-30-028 for transmission  
number locations

## **TRANSFER CASE:**

Transfer case serial number: \_\_\_\_\_

Does transfer case have a cooler: (Yes or No) Circle one

GM part number: \_\_\_\_\_

If yes to above, describe the method used to clean and flush the oil cooler and lines when the unit was installed if transfer case has a cooler (**must be documented on RO**): \_\_\_\_\_  
\_\_\_\_\_

Unit Repair

Unit Replacement

Component(s) Replaced: \_\_\_\_\_

Approved Labor Amount: \_\_\_\_\_

PCC Case#: \_\_\_\_\_

Revised Mar 2008



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