

GM CUSTOMER CARE & AFTERSALES

GMSO168

URGENT - DISTRIBUTE IMMEDIATELY

DATE	February 9, 2011
SUBJECT	Claim Submission – Dealer Installed Accessories ACO's and LPO's
MODELS	All Buick, Cadillac, Chevrolet and GMC
TO	Buick, Cadillac, Chevrolet and GMC Dealers
ATTN	Service Manager, Warranty Administrators

The purpose of this message is to clarify the claim submissions related to GM Accessory Installation.

Specific labor operations (I labor op codes) have been created for the installation of dealer installed GM accessories. When a dealer installs a GM accessory, the transaction must be submitted in GWM as a ZSET.

IMPORTANT: This zero dollar transaction will add the accessory to the vehicle build. This will be required in the event that the accessory needs to be repaired or replaced during the vehicles bumper to bumper new vehicle limited warranty. Future accessory repair transactions will reject if a corresponding install transaction has not been submitted.

The I labor operations can be found in the Labor Time Guide (LTG) by selecting the following Categories from the main menu: **Preface > Preface > Introduction > Dealer Installed GM Accessories.**

The install "I" operations on GM aftermarket accessories should be entered with zero labor time / parts cost, as a ZSET transaction in GWM.

These labor operations are for GM accessories installed after the vehicle was produced and was not ordered as an LPO. Do not use these labor operations for a similar part that was factory (RPO) installed.

GM appreciates your cooperation.

END OF MESSAGE

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