



GCUS -9-15478

Warranty Administration – Electronic Exchange Part Process; Transaction Submission Information

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Warranty Administration – Change to Electronic Exchange Part Process; Transaction Submission Information (Effective Jan 1, 2024)

Effective January 1, 2024, GM is changing part of the process for Electronic Exchange Parts used for warranty and recall repairs. Rather than dealers exchanging electronic parts with no upfront cost and receiving an administrative allowance upon job completion, dealers will now order and pay for electronic exchange parts upfront and receive their approved parts markup based on the list prices that will now be published in GM's Electronic Parts Catalog (EPC) upon submission of a claim in accordance with GM's Service Policies & Procedure Manual.

Ordering

The logistics behind the Electronic Exchange Part program will remain in place: dealers will still order the subject components through GM's authorized Electronic Service Centers (ESCs), all orders must be for an existing VIN requiring service, and these orders must still be pre-approved through the GM Technical Assistance Center (TAC) when necessary. Once approved through TAC, dealers will contact and ESC for part exchange. A current list of Electronic Service Centers (ESC) can be found in GM Service Policies & Procedures; Article 5.6.1

Electronic Service Part Returns

For electronic exchange parts identified by GM, if a dealer does not return to GM or its designated vendor the part removed from the vehicle within 30 days of their replacement, their open account will be debited a core non-return fee established by GM.

Warranty Information

For job cards dated on or after January 1, 2024, submit the electronic exchange part number in the warranty transaction. Attach a copy of the ESC invoice to the transaction in Global Warranty Management.

Labor Operation	Labor Time	Parts	Net / Admin Allowance
Use Labor Operation In Applicable Bulletin or GM Labor Time Guide	Use Published Labor Time in applicable bulletin or GM Labor Time Guide	Enter Exchange Part Number	

To the extent the contents of this bulletin conflict with the terms set forth in previous electronic exchange part bulletins issued by GM (including all administrative allowance references), the terms of this bulletin will govern.