

GM Accessories installed prior to new vehicle delivery (PDI installed LPOs)

- ❖ ZPDI Transaction Type
- ❖ Labor Operation Z6998 for installation labor time
- ❖ Approved labor time can be found in the Labor Time Guide under General Information > Pre-Delivery Inspection > PDI – Dealer Installed – Factory Invoiced Options
- ❖ Warranty: Bumper to Bumper New Vehicle Limited Warranty

GM Accessories installed after new vehicle delivery

- ❖ ZSET Transaction Type for install ; ZREG for repair
- ❖ 'I' Labor Operation for installation, zero dollar claim
- ❖ 'R' Labor Operation for repairs or replacement during the warranty period
- ❖ Appropriate I or R Labor Operations can be found in the Labor Time Guide under General Information > Dealer Installed GM Accessory Installation / Repairs
- ❖ Warranty: Balance of Bumper to Bumper New Vehicle Limited Warranty, but no less than 12 months/12,000 miles

Submitting the ZSET claim will add the accessory to the vehicle build record, allowing for future warranty claims if necessary.



Submitting the I Labor Operation in Global Warranty

GM GlobalWarranty

October 4, 2011

Global Warranty Management: Main > Prepare & Submit Transactions > Begin a New Transaction

INTERFACE WITH CUSTOMER | **PREPARE & SUBMIT TRANSACTIONS** | RECONCILE RESULTS | ANALYZE WARRANTY | MANAGEMENT PLANNING

Begin a New Transaction

Header Details Result

Job Card Header

Transaction Type:*
ZSET -- Service Events

Repairing BAC: *
123456 - ABC CHEVROLET

Service Advisor Number: *
222333444

Job Card Number: *
123456

Job Card Open Date: *
10/04/2011 (MM/DD/YYYY)

VIN: *
1G1JB37D58A123456

Odometer: *
5

VIN not on File Foreign Tourist VIN

Line Number: *
1

Labour Operation Code: *
i9255

Repair Completion Date: *
10/04/2011 (MM/DD/YYYY)

CANCEL CONTINUE

Select 'ZSET' Transaction Type and enter required fields on the 'Header' page

Enter appropriate I Labour Operation

Job Card Transaction Details

New Transaction Details

General [Top]

Service Agent Installed Option

On the Transaction Details page, select the box for "Service Agent Installed Options"



Job Card Transaction Details

Header > [Details](#) > Result

New Transaction Details

* Required Fields

General [\[Top\]](#)

Service Agent Installed Option

Standard

Complaint/Cause/Correction [\[Top\]](#)

Customer Complaint Category:

<Select One>

Customer Complaint Code: *

<Select Category>

Cause Code:

<Select One>

Labour Time [\[Top\]](#)

Labour Operation Code: i9255 -

Fog/Driving Lights

Parts [\[Top\]](#)

Line Number	Causal Part	Part Quantity	Part Number	Svc Agent Trade	Non-GM Part	Serial Number	
1	<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="button" value="+"/>

Causal Part Number:

If no causal part number available, please enter description:

- Once you click “Continue”, it will bring you to the **Job Card Transaction Details** page (shown left).
- Make sure you select the box for “Service Agent Installed Option”.
- Enter the part number of the installed accessory in the Parts field