

Automatic Transmission Replacement Authorization Request

Note: If you are requesting a Powertrain/Drivetrain Replacement Authorization due to a part availability concern, please call SPAC 1-800-433-6961 Canada 1-866-275-583

Is the vehicle at an independent shop? Yes ___ No___ (If yes, please call PCC at 866-453-4123) U.S. Only

BAC: _____

Technician Name: _____

Technician Training ID: _____

Direct Phone number _____

VIN: _____

Mileage: _____

R.O. #: _____

Number of Times in for Same Condition: _____

Number of Days Down for Same Condition: _____

Customer Concern: _____

Point of assembly Failure: _____

Has the unit been disassembled? Yes ___ No___

Is the vehicle modified with non-production accessories? Yes ___ No___

Personal or Commercial use? Yes ___ No___

Any signs of abuse or improper maintenance: Yes ___ No___

Is this an OEM or Genuine GM Parts Assembly? Yes ___ No___

OEM Serial #: _____ (Bulletin 06-00-89-031 Engine and Automatic Transmission/Transaxle Identification)

Genuine GM Parts (Reman) if applicable

P/N: _____

Serial # _____

Build Date _____

(**Note:** Reman engines have a metal tag installed on side of block that lists engine p/n, serial # and build date.)

Mileage since the current Genuine GM Parts assembly was installed: _____

Date when current Genuine GM Parts assembly was installed: _____

Did the customer pay any portion when the Genuine GM Parts assembly was installed? Yes ___ No___ _____

List all current and history DTCs: _____

Did the DTC's reappear? Yes ___ No___

Did you capture any snapshot DTC freeze frame data? Yes ___ No___

Was TAC contacted? Yes ___ No___

TAC case number: _____

TAC Recommendation: _____

Why is the Replacement Necessary? _____

Is this replacement request the result of a part not serviced? Yes ___ No___

Was ParTech contacted? Yes ___ No___

ParTech case #: _____

(If no, contact Partech and confirm part is not serviced and call with Partech case #)

What step was performed to diagnose the assembly replacement?

Is the Torque Converter (TCC) listed in the estimate? Yes ___ No___

If yes, did you refer to Bulletin 01-07-30-010 (Automatic Transmission/Transaxle Torque Converter Replacement) to determine if the Automatic Transmission/Transaxle Torque Converter required Replacement ?

Transmission Flush Code: _____

IMPORTANT - CAPTURE THE SERIAL NUMBERS OF BOTH THE FAILED AND THE REPLACEMENT UNITS.
(THE SERIAL NUMBER, IS REQUIRED FOR BOTH THE GLOBAL WARRANTY CLAIM AND THE PQC CASE)

Automatic Transmission Replacement Authorization Request

Repair Estimate:					Repair	Labor	Labor	Labor	Other	Other		Total	
	Components Required to Repair Assembly > \$150			Part Number:	Part Cost	Labor Op. Code:	Hours	Labor Hourly Rate:	Cost:	Hours:	Labor Hourly Rate:	OLH Cost	Labor Cost:
1						Input Repair Labor Op. Code							
2													
3													
4													
5													
6													
	Total Component Part Cost Required to Repair Assembly												
	Common Part for both Replace and Repair. Example: Radiator			Part Number:	Part Cost								
1	A												
2	B												
3	C												
4	D												
5	E												
6	F												
7	G												
	Total Additional Components Required to Repair Assembly > \$150												
	Summarized Repair Items under \$150.00.												Grand Total
	Total Part Cost:												
Replacement Component Assembly Estimate:					Assembly Replacement	Labor	Labor	Labor	Other	Other		Total	
	Assembly Part Description			Part Number:	Part Cost	Labor Op. Code	Hours	Labor Hourly Rate:	Cost:	Hours:	Labor Hourly Rate:	OLH Cost	Labor Cost:
	Assembly					Choose from one below							
	Common Part for both Replace and Repair. Example: Radiator			Part Number:	Part Cost								
1	A												
2	B												
3	C												
4	D												
5	E												
6	F												
7	G												
	Total Additional Components Required to Replace Assembly > \$150												
	Summarized Repair Items under \$150.00.												Grand Total
	Total Part Cost:												

Diesel Engine Replacement Authorization Request

Note: If you are requesting a Powertrain/Drivetrain Replacement Authorization due to a part availability concern, please call SPAC U.S. 1-800-433-6961 Canada 1-866-275-5832.

Is the vehicle at an independent shop? Yes ___ No___ (If yes, please call PCC at 866-453-4123) U.S. Only

BAC: _____

Technician Name: _____

Technician Training ID: _____

Direct Phone number _____

VIN: _____

Mileage: _____

R.O. #: _____

Number of Times in for Same Condition: _____

Number of Days Down for Same Condition: _____

Customer Concern: _____

Point of assembly Failure: _____

Has the unit been disassembled? Yes ___ No___

Is the vehicle modified with non-production accessories? Yes ___ No___

Personal or Commercial use? Yes ___ No___

Any signs of abuse or improper maintenance: Yes ___ No___

Is this an OEM or Genuine GM Parts Assembly? Yes ___ No___

OEM Serial #: _____ (Bulletin 06-00-89-031 Engine and Automatic Transmission/Transaxle Identification)

Genuine GM Parts (Reman) if applicable

P/N: _____

Serial # _____

Build Date _____

(Note: Reman engines have a metal tag installed on side of block that lists engine p/n, serial # and build date.)

Mileage since the current Genuine GM Parts assembly was installed: _____

Date when current Genuine GM Parts assembly was installed: _____

Did the customer pay any portion when the Genuine GM Parts assembly was installed? Yes ___ No___

List all current and history DTCs: _____

Did the DTC's reappear? Yes ___ No___

Did you capture any snapshot DTC freeze frame data? Yes ___ No___

Was TAC contacted? Yes ___ No___

TAC case number: _____

TAC Recommendation: _____

Why is the Replacement Necessary? _____

Was ParTech contacted? Yes ___ No___

ParTech case #: _____

(If no, contact Partech and confirm part is not serviced and call with Partech case #)

Have you completed the ECM calibration verification per latest version of bulletin 08-06-04-006 (Identifying Non-GM ECM Calibration Usages for Duramax Diesel Engines and Power-up Hardware Detection)? Yes ___ No___ If no, Authorization cannot be given until cals have been verified.

IMPORTANT: DMA/DM - CCSP cannot override cal verification bulletin. DMA/DM - CCSP are to speak with the BQM to discuss override.

What step was performed to diagnose the assembly replacement?

Engine Block Damage? Yes ___ No___

If Yes, indicate what type of Block Damage _____

Note: Claiming the Cylinder Bore is over sized or out of round, is not considered a valid reason to replace the engine block.

For concerns of block damage due to a Scored Cylinder Bore, please be advised Cylinder Bore Scoring is only considered to be block damage when the score is deep enough to be able to catch with your fingernail.

**IMPORTANT - CAPTURE THE SERIAL NUMBERS OF BOTH THE FAILED AND THE REPLACEMENT UNITS.
(THE SERIAL NUMBER, IS REQUIRED FOR BOTH THE GLOBAL WARRANTY CLAIM AND THE PCC CASE)**

PCC PDF Eng 02-20-13 R1.6

Diesel Engine Replacement Authorization Request

Repair Estimate:					Repair	Labor	Labor	Labor	Other	Other	OLH	Total
	Components Required to Repair Assembly > \$150			Part Number:	Part Cost	Labor Op. Code:	Hours	Rate:	Cost:	Hours:	Rate:	Cost:
1						Input Repair Labor Op. Code						
2												
3												
4												
5												
6												
Total Component Part Cost Required to Repair Assembly												
Common Part for both Replace and Repair. Example: Radiator				Part Number:	Part Cost							
1	A											
2	B											
3	C											
4	D											
5	E											
6	F											
7	G											
Total Additional Components Required to Repair Assembly > \$150												
Summarized Repair Items under \$150.00.												
Total Part Cost:												
												Grand Total

Replacement Component Assembly Estimate:					Assembly Replacement	Labor	Labor	Labor	Other	Other	OLH	Total
	Assembly Part Description			Part Number:	Part Cost	Labor Op. Code	Hours	Rate:	Cost:	Hours:	Rate:	Cost:
	Assembly					Choose from one below						
Common Part for both Replace and Repair. Example: Radiator				Part Number:	Part Cost							
1	A											
2	B											
3	C											
4	D											
5	E											
6	F											
7	G											
Total Additional Components Required to Replace Assembly > \$150												
Summarized Repair Items under \$150.00.												
Total Part Cost:												
												Grand Total

Gasoline Engine Assembly Authorization Request

Note: If you are requesting a Powertrain/Drivetrain Replacement Authorization due to a part availability concern, please call SPAC U.S. 1-800-433-6961 Canada 1-866-275-5832.

Is the vehicle at an independent shop? Yes ___ No ___ (If yes, please call PCC at 866-453-4123) U.S. Only

BAC: _____

Technician Name: _____

Technician Training ID: _____

Direct Phone number _____

VIN: _____

Mileage: _____

R.O. #: _____

Number of Times in for Same Condition: _____

Number of Days Down for Same Condition: _____

Customer Concern: _____

Point of assembly Failure: _____

Has the unit been disassembled? Yes ___ No ___

Is the vehicle modified with non-production accessories? Yes ___ No ___

Personal or Commercial use? Yes ___ No ___

Any signs of abuse or improper maintenance: Yes ___ No ___

Is this an OEM or Genuine GM Parts Assembly? Yes ___ No ___

OEM Serial #: _____ (Bulletin 06-00-89-031 Engine and Automatic Transmission/Transaxle Identification)

Genuine GM Parts (Reman) if applicable

P/N: _____

Serial # _____

Build Date _____

(Note: Reman engines have a metal tag installed on side of block that lists engine p/n, serial # and build date.)

Mileage since the current Genuine GM Parts assembly was installed: _____

Date when current Genuine GM Parts assembly was installed: _____

Did the customer pay any portion when the Genuine GM Parts assembly was installed? _____

List all current and history DTCs: _____

Did the DTC's reappear? Yes ___ No ___

Did you capture any snapshot DTC freeze frame data? Yes ___ No ___

Was TAC contacted? Yes ___ No ___

TAC case number: _____

TAC Recommendation: _____

Why is the Replacement Necessary? _____

Is this replacement request the result of a part not serviced? Yes ___ No ___

Was ParTech contacted? Yes ___ No ___

ParTech case #: _____

(If no, contact Partech and confirm part is not serviced and call with Partech case #)

If this is a GM Performance Parts Crate Engine please call PCC 866-453-4123 U.S. Only

If this is a V8 engine, have you completed the ECM calibration verification per latest version of Bulletin 09-06-04-026 (Identifying Non-GM (Aftermarket) Engine and Transmission Calibrations for V8 Gas Engines Using Tech 2 or Global Diagnostic System (GDS)) - the ECM calibration verification must be completed before contacting PQC.

IMPORTANT: DMA/DM - CCSP cannot override cal verification bulletin. DMA/DM - CCSP are to speak with the BQM to discuss override.

What step was performed to diagnose the assembly replacement? _____

Was there any Engine Block Damage? Yes ___ No ___

If Yes indicate what type of Block Damage _____

Note: Claiming the Cylinder Bore is over sized or out of round, is not considered a valid reason to replace the engine block. Damage must be noted to what Cylinder are involved-

Example: Number 3 cylinder damage in fire ring area.

For concerns of block damage due to a Scored Cylinder Bore, please be advised Cylinder Bore Scoring is only considered to be block damage when the score is deep enough to be able to be catch your fingernail.

Does the engine have piston or valve debris in one of the cylinders? Yes ___ No ___

(If yes, refer to 00-06-01-026 for Intake Manifold Inspection/Replacement After Severe Internal Engine Damage)

IMPORTANT - CAPTURE THE SERIAL NUMBERS OF BOTH THE FAILED AND THE REPLACEMENT UNITS.
(THE SERIAL NUMBER, IS REQUIRED FOR BOTH THE GLOBAL WARRANTY CLAIM AND THE PQC CASE)

PQC PDF Eng 02-20-13 R16

Gasoline Engine Assembly Authorization Request

Repair Estimate:					Repair	Labor	Labor	Labor	Other	Other		Total	
	Components Required to Repair Assembly > \$150			Part Number:	Part Cost	Labor Op. Code:	Hours	Labor Hourly Rate:	Cost:	Hours:	Labor Hourly Rate:	OLH Cost	Labor Cost:
1						Input Repair Labor Op. Code							
2													
3													
4													
5													
6													
	Total Component Part Cost Required to Repair Assembly												
	Common Part for both Replace and Repair. Example: Radiator			Part Number:	Part Cost								
1	A												
2	B												
3	C												
4	D												
5	E												
6	F												
7	G												
	Total Additional Components Required to Repair Assembly > \$150												
	Summarized Repair Items under \$150.00.												
	Total Part Cost:												Grand Total
Replacement Component Assembly Estimate:													
	Assembly Part Description			Part Number:	Part Cost	Assembly Replacement	Labor	Labor	Labor	Other	Other		Total
						Labor Op. Code	Hours	Labor Hourly Rate:	Cost:	Hours:	Labor Hourly Rate:	OLH Cost	Labor Cost:
	Assembly					Choose from one below							
	Common Part for both Replace and Repair. Example: Radiator			Part Number:	Part Cost								
1	A												
2	B												
3	C												
4	D												
5	E												
6	F												
7	G												
	Total Additional Components Required to Replace Assembly > \$150												
	Summarized Repair Items under \$150.00.												
	Total Part Cost:												Grand Total

Manual Transmission Replacement Authorization Request

Note: If you are requesting a Powertrain/Drivetrain Replacement Authorization due to a part availability concern, please call SPAC 1-800-433-6961 Canada 1-866-275-5832.

Is the vehicle at an independent shop? Yes ___ No ___ (If yes, please call PCC at 866-453-4123) U.S. Only

BAC: _____

Technician Name: _____

Technician Training ID: _____

Direct Phone number _____

VIN: _____

Mileage: _____

R.O. #: _____

Number of Times in for Same Condition: _____

Number of Days Down for Same Condition: _____

Customer Concern: _____

Point of assembly Failure: _____

Has the unit been disassembled? Yes ___ No ___

Is the vehicle modified with non-production accessories? Yes ___ No ___

Personal or Commercial use? Yes ___ No ___

Any signs of abuse or improper maintenance: Yes ___ No ___

Is this an OEM or Genuine GM Parts Assembly? Yes ___ No ___

OEM Serial #: _____

Genuine GM Parts (Reman) if applicable

P/N: _____

Serial # _____

Build Date _____

Mileage since the current Genuine GM Parts assembly was installed: _____

Date when current Genuine GM Parts assembly was installed: _____

Did the customer pay any portion when the Genuine GM Parts assembly was installed? _____

List all current and history DTCs: _____

Did the DTC's reappear? Yes ___ No ___

Did you capture any snapshot DTC freeze frame data? Yes ___ No ___

Was TAC contacted? Yes ___ No ___

TAC case number: _____

TAC Recommendation: _____

Why is the Replacement Necessary?: _____

Is this replacement request the result of a part not serviced? Yes ___ No ___

Was ParTech contacted? Yes ___ No ___

ParTech case #: _____

(If no, contact Partech and confirm part is not serviced and call with Partech case #)

What step was performed to diagnose the assembly replacement? _____

IMPORTANT - CAPTURE THE SERIAL NUMBERS OF BOTH THE FAILED AND THE REPLACEMENT UNITS.

(THE SERIAL NUMBER, IS REQUIRED FOR BOTH THE GLOBAL WARRANTY CLAIM AND THE PQC CASE)

Symptoms:

(Answer the following only if applicable to the concern)

LEAK:

Does transmission case leak? Yes ___ No ___

If yes Leak location? _____

(Seal, plug, gasket, fluid "sprayed" around vehicle underbody, etc)

Has oil/coolant dye added? Yes ___ No ___

Does transmission have a shifting concern? Yes ___ No ___

If yes, describe when condition occurs? _____

Fluid contaminated? Yes ___ No ___

Vibration:

Is there a Noise/Vibration Concern? Yes ___ No ___

Describe the type of noise and the Vehicle speed _____

Is noise present during acceleration or decel or both? Yes ___ No ___

Manual Transmission Replacement Authorization Request

Repair Estimate:					Repair	Labor	Labor	Labor	Other	Other		Total
	Components Required to Repair Assembly > \$150		Part Number:	Part Cost	Labor Op. Code:	Hours	Labor Hourly Rate:	Cost:	Hours:	Labor Hourly Rate:	OLH Cost	Total Labor Cost:
1					Input Repair Labor Op. Code							
2												
3												
4												
5												
6												
	Total Component Part Cost Required to Repair Assembly											
	Common Part for both Replace and Repair. Example: Radiator			Part Number:	Part Cost							
1	A											
2	B											
3	C											
4	D											
5	E											
6	F											
7	G											
	Total Additional Components Required to Repair Assembly > \$150											
	Summarized Repair Items under \$150.00.											Grand Total
	Total Part Cost:											

Replacement Component Assembly Estimate:					Assembly Replacement	Labor	Labor	Labor	Other	Other		Total
	Assembly Part Description		Part Number:	Part Cost	Labor Op. Code	Hours	Labor Hourly Rate:	Cost:	Hours:	Labor Hourly Rate:	OLH Cost	Total Labor Cost:
	Assembly				Choose from one below							
	Common Part for both Replace and Repair. Example: Radiator			Part Number:	Part Cost							
1	A											
2	B											
3	C											
4	D											
5	E											
6	F											
7	G											
	Total Additional Components Required to Replace Assembly > \$150											
	Summarized Repair Items under \$150.00.											Grand Total
	Total Part Cost:											

Transfer Case/PTU (Power Take-off Unit) Replacement Authorization Request

Note: If you are requesting a Powertrain/Drivetrain Replacement Authorization due to a part availability concern, please call SPAC 1-800-433-6961 Canada 1-866-275-5832.

Is the vehicle at an independent shop? Yes ___ No ___ (If yes, please call PCC at 866-453-4123) U.S. Only

BAC: _____

Technician Name: _____

Technician Training ID: _____

Direct Phone number _____

VIN: _____

Mileage: _____

R.O. #: _____

Number of Times in for Same Condition: _____

Number of Days Down for Same Condition: _____

Customer Concern: _____

Point of assembly Failure: _____

Has the unit been disassembled? Yes ___ No ___

Note: The transfer case on the following AWD vehicles, (Equinox, Terrain, Enclave, Acadia, Traverse, Lacrosse, SRX) do not contain serviceable components other than seals. Disassembly or repair cost is not required.

Is the vehicle modified with non-production accessories? Yes ___ No ___

Personal or Commercial use? _____

Any signs of abuse or improper maintenance? Yes ___ No ___

Is this an OEM or Genuine GM Parts Assembly? Yes ___ No ___

OEM Serial #: _____

Genuine GM Parts (Reman) if applicable

P/N: _____

Serial # _____

Build Date _____

Mileage since the current Genuine GM Parts assembly was installed: _____

Date when current Genuine GM Parts assembly was installed: _____

Did the customer pay any portion when the Genuine GM Parts assembly was installed? Yes ___ No ___

List all current and history DTCs: _____

Did the DTC's reappear? Yes ___ No ___

Did you capture any snapshot DTC freeze frame data? Yes ___ No ___

Was TAC contacted? Yes ___ No ___

TAC case number: _____

TAC Recommendation: _____

Why is the Replacement Necessary? _____

Is this replacement request the result of a part not serviced? Yes ___ No ___

Was ParTech contacted? Yes ___ No ___

ParTech case #: _____

(If no, advise dealer to contact Partech and confirm part not serviced and call back with Partech case #)

What step was performed to diagnose the assembly replacement? _____

Was transfer case fluid level correct during diagnosis? Yes ___ No ___

Was there another component that failed prior to this transfer case concern i.e. (seal, u-joint, prop shaft, transmission or drive axle)?

Any previous repairs made prior to condition occurring (encoder motor, etc.)? _____

What mode is the transfer case in during concern?

2WD/4WD? ___

4WD-Lo? ___

4WD-High? ___

4WD-Auto? ___

Is there concern of an uncommanded shift from the transfer case? Yes ___ No ___

What is the condition and size of the tires? _____

Symptoms:

(Answer the following only if applicable to the concern)

LEAK: Yes ___ No ___

If yes, Leak location? _____

(Seal, plug, gasket, fluid "sprayed" around vehicle underbody, etc.)

Has oil/coolant dye added? Yes ___ No ___

Does transfer case have a shifting concern? Yes ___ No ___

If yes, describe when condition occurs? _____

Fluid burnt or contaminated? Yes ___ No ___

Vibration:

Is there a Noise/Vibration Concern? Yes ___ No ___

Describe the type of noise and the Vehicle speed: _____

Is this noise present during acceleration or decel or both? Yes ___ No ___

Transfer Case/PTU Serial Numbers: _____

Failed unit: _____

IMPORTANT - CAPTURE THE SERIAL NUMBERS OF BOTH THE FAILED AND THE REPLACEMENT UNITS.
(THE SERIAL NUMBER, IS REQUIRED FOR BOTH THE GLOBAL WARRANTY CLAIM AND THE PQC CASE)

Transfer Case/PTU (Power Take-off Unit) Replacement Authorization Request

Repair Estimate:					Repair	Labor	Labor	Labor	Other	Other		Total	
	Components Required to Repair Assembly > \$150			Part Number:	Part Cost	Labor Op. Code:	Hours	Labor Hourly Rate:	Cost:	Hours:	Labor Hourly Rate:	OLH Cost	Total Labor Cost:
1						Input Repair Labor Op. Code							
2													
3													
4													
5													
6													
	Total Component Part Cost Required to Repair												
	Common Part for both Replace and Repair. Example: Radiator			Part Number:	Part Cost								
1	A												
2	B												
3	C												
4	D												
5	E												
6	F												
7	G												
	Total Additional Components Required to Repair Assembly > \$150												
	Summarized Repair Items under \$150.00.												Grand Total
	Total Part Cost:												

Replacement Component Assembly Estimate:					Assembly Replacement	Labor	Labor	Labor	Other	Other		Total	
	Assembly Part Description			Part Number:	Part Cost	Labor Op. Code	Hours	Labor Hourly Rate:	Cost:	Hours:	Labor Hourly Rate:	OLH Cost	Total Labor Cost:
	Assembly					Choose from one below							
	Common Part for both Replace and Repair. Example: Radiator			Part Number:	Part Cost								
1	A												
2	B												
3	C												
4	D												
5	E												
6	F												
7	G												
	Total Additional Components Required to Replace Assembly > \$150												
	Summarized Repair Items under \$150.00.												Grand Total
	Total Part Cost:												

Powertrain/Drivetrain Assembly Replacement - Frequently Asked Questions

- **Q: Who should I call if an exchange bulletin applies to the engine, transmission or transfer case?**
A: Follow the instructions in the exchange bulletin.
- **Q: What should I do if a bulletin or PI suggests an assembly replacement?**
A: Complete the Powertrain/Drivetrain Replacement Authorization Request - Repair Estimate - Replacement Component Assembly Estimate for the assembly category and then contact the PQC.
- **Q: What should I do if the cause of an internal engine, transfer case or transmission concern is not repairable, such as engine block, transmission case or transfer case damage?**
A: Complete the Powertrain/Drivetrain Replacement Authorization Request - Replacement Component Assembly Estimate for the assembly category and
- **Q: What should I do if the cause of an internal engine, transfer case or transmission concern is repairable?**
A: Complete the Powertrain/Drivetrain Replacement Authorization Request - Repair Estimate - Replacement Component Assembly Estimate for the assembly category and then contact the PQC.
⇒ If it is more cost effective to REPAIR THAN TO REPLACE the assembly, the repairs can be made WITHOUT contacting the PQC.
- **Q: What should I do if an assembly is repairable but replacement is preferred because of low mileage, an out of box concern, being a new stock unit, issues or concerns related to customer satisfaction, etc.?**
A: Complete the Powertrain/Drivetrain Replacement Authorization Request - Repair Estimate - Replacement Component Assembly Estimate for the assembly category.

Review this preference with your DMA, in Canada the DM-CCSP to determine whether the assembly should be repaired or replaced.

⇒ If the DMA, in Canada the DM-CCSP determines the assembly should be replaced, you MUST contact the PQC.

- **Q: What should I do if the root cause of an internal engine, transfer case or transmission concern cannot be isolated after following SI diagnostics, TAC suggestions and/or disassembling for inspection?**
A: Complete the Powertrain/Drivetrain Replacement Authorization Request - Replacement Component Assembly Estimate for the assembly category and
- **Q: The transfer case on the following AWD vehicles DO NOT contain serviceable components other than seals: Acadia, Enclave, Equinox, LaCrosse, SRX, Terrain and Traverse. Do I have to disassemble and complete the repair cost estimate?**
A: Disassembly of the transfer case and completing the repair cost estimate IS NOT required.
- **Q: If an engine assembly is being returned should the oil filter be returned also?**
A: Yes. The engine oil filter MUST be drained of oil, properly packaged and secured in a plastic bag and attached to the engine assembly. Engineering will analyze the engine oil filter for material failure properties.
- **Q: What should I do if the Powertrain/Drivetrain Replacement Authorization Request is the result of a part not serviced?**
A: Contact ParTech BEFORE contacting the PQC to confirm the part is no longer serviced, then call the PQC with the ParTech case #:
- **Q: What should I do if I encounter an over the counter assembly replacement?**
A: In the case of an over the counter assembly replacement, the service department personnel **MUST** obtain as much failure information as possible (Must include the Point of Failure and also Cost Comparison) **BEFORE** the PQC will approve a replacement.

The PQC will confirm the diagnosis information of the service department personnel. There may be instances when the PQC may advise the service department personnel to contact GM Technical Assistance Center for technical assistance. If No Point of Failure or Cost Comparison can not be obtained, contact your DMA in Canada the DM-CCSP.

Prior to calling the PQC, the service manager or shop foreman MUST be prepared to provide the total claim expense, including a breakdown of the assembly cost and parts mark-up, labor cost (hours X warranty labor rate) with any additional hours. The PQC can preauthorize the documented amount of additional time to disassemble and reassemble the unit in order to determine if an assembly is required.

- **Q: WHAT should I do if an assembly needs to be replaced and the PQC is not available after regular business hours or on the weekend?**
A: If an assembly needs to be replaced and the PQC is not available after regular business hours or on the weekend, the service manager or shop foreman MUST complete the Powertrain/Drivetrain Replacement Authorization Request - Repair Estimate - Replacement Component Assembly Estimate for the assembly category.

The service manager or shop foreman MUST use their own discretion, including the results from the repair vs. replace cost analysis sections. On the next business day, please call the PQC with all the required information and the claim will be preapproved. Dealer must keep a copy of the Powertrain/Drivetrain Replacement Authorization Request - Repair Estimate - Replacement Component Assembly Estimate in the Vehicle Service History File and also return a copy to the the Powertrain/Drivetrain Replacement Authorization Request - Repair Estimate - Replacement Component Assembly Estimate with the failed assembly.