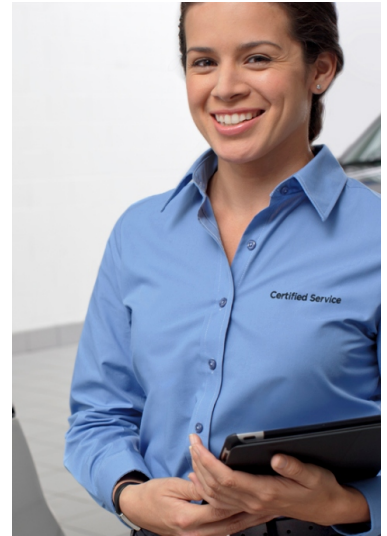




The GM Transition to Global Labor Codes is Approaching

On May 7th General Motors will be transitioning from a 5-digit labor code to a new 7-digit all numeric labor code format. These new Global Labor Codes (GLCs) will be used by all GM Service Agents around the world, providing consistency in service and parts coding and descriptions. This consistency will not only reduce complexity, but it will allow for easier identification of common product issues across all global regions, driving quality improvements in service procedures, replacement parts, and future products. Here's a few quick facts to set your mind at ease:

- The process for looking up labor codes and times will be the same as it is today.
- There will be no change in transaction submission processes.
- There is no impact to DSP systems as they are already set up handle a 7-digit labor code. However, you may want to verify with your DSP that the integrated Labor Time Guide is properly loaded if that is included with your DSP system.
- A complete list of important dates affecting transaction submission can be found on page 2 of this publication.



Refer to GlobalConnect Dealer Messages G_0000154402 and G_0000155623 for initial communications.

THE NEW 7-DIGIT FORMAT



1st and 2nd Digit
Section of the vehicle repaired
(3rd digit is sub section)

06 – Non warranty / misc.	50 – Hybrid / EV
10 – Body Hardware & Trim	54 – Power & Signal
14 – Body Repair	Distribution
20 – Body Systems	60 – Roof
24 – Brakes	64 – Safety & Security
26 – Electrical	70 – Seats
28 – Diagnostic & Programming	74 – Steering
30 – Driveline / Axle	80 – Suspension
34 – Driver Information & Entertainment	84 – Transmission
40 – Engine / Propulsion	90 – Field actions/unique bulletin labor codes
44 – HVAC	96 – Accessories



4th-6th Digit – Used
internally to align code
with affected part



7th Digit – Designates
Repair Type

0 - Replacement (One)
1 - Replacement (Multi)
2 - Repair / Align / Overhaul (One)
3 - Repair / Align / Overhaul (Multi)
4 - Paint
5 - Programming
8 - Bulletin
9 - Diagnosis / No Trouble Found

Important Dates

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
21	22	23	24	25	26	27
					Final day to submit transaction requests for GM Authorization	
28	29	30	1 MAY	2	3	4
				Final day to submit transactions using old labor code format	GWM shutdown for transition to Global Labor Codes	
5	6	7	8	9	10	11
GWM shutdown for transition to Global Labor Codes		Service Agents begin using Global Labor Codes				


All transactions submitted after the transition **MUST** use the new Global Labor Code, regardless of job card date (exceptions listed on page 3). In consideration of this, please be aware of the following important dates:

- **Now through May 2** – Service Agents should focus on clearing their 263 Account of any outstanding transactions. This will avoid reworking transactions with the new Global Labor Code.
- **April 26** – This will be the final day to submit transaction requests that require GM Authorization.
- **May 2** – You may submit transactions for processing using the old labor code format up until close of business (approximately 9pm eastern).
- **May 3-6** – The Global Warranty Management System will be unavailable to all users for transaction submission/transaction approvals during this timeframe as we transition to the new Global Labor Code format. **DO NOT SUBMIT ANY TRANSACTIONS DURING THIS TIME PERIOD.** Other functionality such as IVH requests, transaction searches, etc. will still be available.
- **May 6** – All Warranty Administration Bulletins containing labor operations will be updated to reflect the new Global Labor Code. For example: Z1111 listed in bulletin 09-00-89-016 is being updated to 0600014.
- **May 7** – Service Agents must begin submitting transactions using the new Global Labor Code format. Transactions received on or after this date with the old labor operation will reject with a 903 reject code (Vehicle not compatible with labor code).

5-Digit Labor Code Exceptions

Once GM has transitioned to Global Labor Codes, Service Agents must utilize the new 7-digit code with the following exceptions:

- Sales Promotions – Existing sales promotions (i.e. \$25 off service) will not be converted. Z labor ops listed on promotional coupons will be valid through the stated terms.
- Published Field Action Bulletins – Any existing Field Action labor operation codes will not be converted and will also continue to be used.
- Published Technical Bulletin and PI Labor Operation Codes – Any bulletin-unique labor operation code published prior to the transition will not be converted and will continue to be used. If the bulletin is republished for any reason then a new 7 digit labor operation code will be assigned. Unique labor operation codes are identified by the statement at the bottom of the warranty information table as shown in the following example:


Labor Operation	Description	Labor Time
B9961*	Apply grease to mirror springs and motor dampener	0.3 hr
* This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide. 		

- Bulletins and PI's with Non-Unique Labor Codes – For all previously published Bulletins and PI's with a regular labor code from the LTG (above table will state "Use Published Labor Operation Time") it will be necessary to identify the new GLC to substitute for the legacy labor code in the Bulletin or PI. Service Agents can either look up the labor code using the description in the GLC Labor Time Guide or use the cross reference tool described on page 5-6 of this publication.

Global Labor Code Time Guide Location and Use

As stated earlier, the process of looking up the correct labor code and allowed labor time will not change, with Service Agents continuing to utilize the Labor Time Guide in Service Information. The only difference is that you will use the new Global Labor Code Time Guide, identified by the letters GLC in the title as shown right.


Note: GLC Time Guides can only be found for 2007 and newer vehicles. For 2006 and prior model year vehicles, we will provide further direction in a subsequent message prior to the transition.

**Service Information**

Select a vehicle publication to view:

Service Manual/Bulletins
[Cheyenne, Sierra, Silverado \(VIN C/K\)](#)

Accessories Manual
[Sierra, Silverado \(VIN C/K\) Accessory](#)

Labor Time Guide
[C/K Pickup](#)
[C/K Pickup GLC](#) 

Handling Specific Transactions

- **Transactions routed for GM Authorization (H-routes)** – As stated, the final day to submit transaction requests that require GM Authorization will be April 26th. This will allow time for the Warranty Support Center (WSC) staff to process all transactions that contain the old labor code prior to the transition. Transactions routed for GM Authorization after April 26th run the risk of not being processed before the transition.
- **Transaction Rejections Sent to You After May 2nd Containing a Legacy Labor Operation** - The labor operation must be updated to the new GLC prior to resubmission.
- **Adjustments to Previously Paid Transactions** – It will not be possible to process an adjustment (partial debit or add credit) to a transaction paid prior to May 3rd. You will need to first submit a full debit via the Global Warranty Web application. Select “Next Line” when the debit shows accepted. This will ensure the new line with the new GLC will be on the same job card and transaction number. This will require a “Repeat Repair” (R) Authorization to avoid rejects.

Every effort should be made to submit a transaction with all applicable items. If there is work performed prior to May 2nd with item submission information unavailable (ie: sublet, rental), hold submission of the entire transaction until all information is received. When all amounts are available, the complete transaction using the new GLC can be submitted. This will reduce the number of transactions requiring adjustments and subsequent need to approve repeat repairs.

- **Full Debits to Transactions Paid Prior to the Transition** – Full debits can be processed at any time (excluding during shutdown) regardless of labor code type.
- **Warranty parts Center (WPC) Requests** – In order to avoid adjustments (add credits) for core charges, administrative allowances, or postage charges on transactions involving WPC requests, we will institute a new process for the submission of these charges. Effective May, 7th these charges, for a WPC return, will be submitted on a separate line using the temporary GLC 0600064. This will eliminate the need for an adjustment and reduce the number of repeat repair authorizations needed. This new labor operation code can be used through August 7th, after which you will need to revert back to the current process of requesting an add credit on the original transaction.
- **Tire Pre-Repair Authorization Requests (PRA)** – If a Tire Replacement PRA (submitted and/or authorized) contains a legacy labor operation and the related transaction is not paid prior to May 3rd, you will need to edit the Tire PRA request using the new GLC (in order to match the new GLC in the transaction).
- **Pre-Repair Authorization for Regular Repair Types** – Non-tire related PRAs that are submitted and/or authorized prior to the transition to Global Labor Codes are unaffected. You can submit the related transaction prior to the transition with the legacy code, or after the transition with the new GLC.
- **Restricted Labor Codes** – Restricted labor operations will convert to the new GLC in GWM automatically.

Service Information Tool for Easy Cross-Reference Between Codes

To aid in the transition to the new 7-digit format, a convenient tool found in Service Information (SI) allows for easy cross-reference between the old (legacy) labor operation and the new Global Labor Codes. This tool is currently under development and will be completed by May 7th.

When using this cross reference tool please be aware that it contains all labor codes published in all of the Labor Time Guides. You will still need to use the GLC Labor Time Guide to verify that the Global Labor Code applies to the vehicle being repaired.



GM Service Information

2011 Buick Enclave - FWD | R/V Utility

Basic Search [\[Advanced Search\]](#)

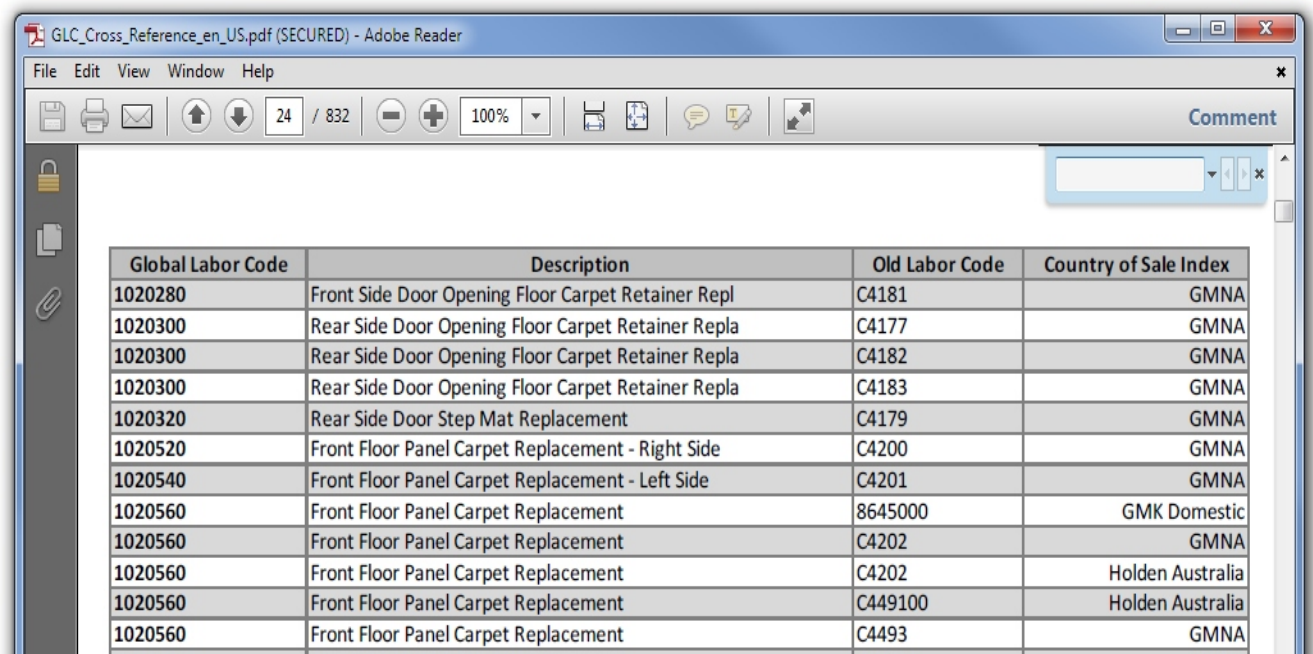
Search documents matching all of these keywords or labor operations: Search

[Global Labor Code Cross Reference](#)

Select a Service Category Type:

[Preface](#)

Clicking on "Global Labor Code Cross Reference" in SI will open this PDF document listing all new codes and their corresponding legacy codes.



Global Labor Code	Description	Old Labor Code	Country of Sale Index
1020280	Front Side Door Opening Floor Carpet Retainer Repl	C4181	GMNA
1020300	Rear Side Door Opening Floor Carpet Retainer Repla	C4177	GMNA
1020300	Rear Side Door Opening Floor Carpet Retainer Repla	C4182	GMNA
1020300	Rear Side Door Opening Floor Carpet Retainer Repla	C4183	GMNA
1020320	Rear Side Door Step Mat Replacement	C4179	GMNA
1020520	Front Floor Panel Carpet Replacement - Right Side	C4200	GMNA
1020540	Front Floor Panel Carpet Replacement - Left Side	C4201	GMNA
1020560	Front Floor Panel Carpet Replacement	8645000	GMK Domestic
1020560	Front Floor Panel Carpet Replacement	C4202	GMNA
1020560	Front Floor Panel Carpet Replacement	C4202	Holden Australia
1020560	Front Floor Panel Carpet Replacement	C449100	Holden Australia
1020560	Front Floor Panel Carpet Replacement	C4493	GMNA

How to Use The Cross Reference Tool in Service Information (SI)

Once the PDF file displays, there are numerous ways to search the document to locate the desired information. It is first important to note that there may be multiple results, as each GLC will have multiple legacy codes, and each legacy code may have multiple GLCs.

Selecting 'Control' + 'F' on your keyboard will open the search bar. You can enter in an old or new labor code, or a partial or full Code description for your search criteria. Hitting the ENTER key on your keyboard or the forward arrow in the search bar will bring you to the next matching result.

'Control' + 'F' opens the search bar

Global Labor Code	Description	Old Labor Code	Country of Sale Index
1020280	Front Side Door Opening Floor Carpet Retainer Repl	C4181	GMNA
1020300	Rear Side Door Opening Floor Carpet Retainer Repla	C4177	GMNA
1020300	Rear Side Door Opening Floor Carpet Retainer Repla	C4182	GMNA
1020300	Rear Side Door Opening Floor Carpet Retainer Repla	C4183	GMNA
1020320	Rear Side Door Step Mat Replacement	C4179	GMNA
1020520	Front Floor Panel Carpet Replacement - Right Side	C4200	GMNA

New Global Labor Code and Description

Legacy (Old) Code, and the Country it originated from

SEARCH EXAMPLE

Searching by Legacy Labor Code

Global Labor Code	Description	Old Labor Code	Country of Sale Index
4067490	Engine Replacement	1110900	GMK Overseas
4067490	Engine Replacement	111090A	GMK Overseas
4067490	Engine Replacement	111090B	GMK Overseas
4067490	Engine Replacement	111090C	GMK Overseas
4067490	Engine Replacement	J000722	Holden Australia
4067490	Engine Replacement	J1830	GMNA
4067490	Engine Replacement	J1840	GMNA
4067490	Engine Replacement	J1840	Holden Australia
4067490	Engine Replacement	J1899	GMNA
4067490	Engine Replacement	J1800	GMNA

REMINDER: Multiple results may apply. To locate the next search result, hit enter on your keyboard or use the forward arrow button in the search bar.