



# Service Bulletin

Bulletin No.: 24-NA-040

Date: October, 2024

## INFORMATION

**Subject: Warranty Parts Center (WPC) Information for Shipping Hazardous Materials (Hazmat) – U.S. ONLY**

| Brand:     | Model:                        | Model Year: |      | VIN Breakpoint: |    | Engine: | Transmission: |
|------------|-------------------------------|-------------|------|-----------------|----|---------|---------------|
|            |                               | from        | to   | from            | to |         |               |
| BrightDrop | All Passenger Cars and Trucks | 2015        | 2025 | —               | —  | —       | —             |
| Buick      |                               |             |      |                 |    |         |               |
| Cadillac   |                               |             |      |                 |    |         |               |
| Chevrolet  |                               |             |      |                 |    |         |               |
| GMC        |                               |             |      |                 |    |         |               |

**Important:** This technical service bulletin (TSB) can only be completed by BrightDrop dealers or BrightDrop certified repair facilities who have met all BrightDrop specific training, tool and equipment requirements. Repairs must be performed by a technician who has successfully completed the required training.

**Important:** This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

**Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

**Important:** This document does not list all requirements and is only meant to provide an overview of the hazmat shipping process. The information included is not a substitute for required hazmat training or reviewing of applicable regulations when transporting items considered dangerous goods under Title 49 of the Code of Federal Regulations (49 CFR). An electronic version of 49 CFR is available here: <https://www.ecfr.gov/current/title-49>.

### General Information

- All hazmat parts being returned to the WPC must be shipped using Central Transport. Hazardous materials should never be sent by air transportation to the WPC.
- **NOTE:** If the WPC receives parts requested for return considered dangerous goods under 49 CFR and they were shipped improperly, the claim will be subject to debit.
- As the shipper of record, the Service Agent is responsible for compliance with all applicable international, federal, state, provincial, or local dangerous goods transportation laws. This includes, but is not limited to, ensuring materials are properly classified, described, packaged, marked, and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation (DOT).
- Failure to follow federal dangerous goods transportation laws may result in a violation of the U.S. Hazardous Materials Transportation Act. "A person who knowingly violates a requirement of the Federal hazardous material transportation law, an order issued thereunder, this subchapter, subchapter C of this chapter, or a special permit or approval issued under this subchapter applicable to the transportation of hazardous materials or the causing of them to be transported or shipped is liable for a civil penalty of not more than \$96,624 for each violation,

except the maximum civil penalty is \$225,455 if the violation results in death, serious illness, or severe injury to any person or substantial destruction of property. There is no minimum civil penalty, except for a minimum civil penalty of \$582 for violations relating to training. When the violation is a continuing one, each day of the violation constitutes a separate offense.” Source: 49 CFR 107.329.

- When shipping hazardous materials, every Service Agent must supply an emergency response phone number that is answered 24 hours/day, 7 days/week, 365 days/year. General Motors (GM) has contracted with InfoTrac to provide this service for all GM Service Agents in the continental U.S. to ensure compliance related to 49 CFR 172.604. The InfoTrac emergency response phone number is 1-800-535-5053, account #98073. Should the 1-800 number be unavailable, 1-352-323-3500 is the back-up number.

## Training

- The Service Agent is responsible for having at least one properly trained and certified hazmat specialist on site to ensure compliance with 49 CFR 172.704. Training is available through the following resources (list is not all-inclusive):
  - DGI Training, [www.dgitraining.com](http://www.dgitraining.com)
  - Hazmat School, [www.hazmatschool.com](http://www.hazmatschool.com)
  - HazmatU, [www.hazmatu.org](http://www.hazmatu.org)
  - Lion Technology, [www.lion.com](http://www.lion.com)

## Step 1 - Determine if Claim is Hazmat

If a part is fuel-related:

- Fuel-related parts that have been used on a vehicle are considered hazmat as they contain residual fuel.
- Using the Labor Operation from the part return request, refer to the *WPC – Hazmat Related Labor Operations* list found on the GlobalConnect App Center under Service Forms > General Information.
- If the Labor Operation is listed on the *WPC – Hazmat Related Labor Operations* list and the part requested has been in contact with a flammable liquid (i.e., fuel) then the request is considered hazmat.
- If the Labor Operation is not listed on the *WPC – Hazmat Related Labor Operations* list, the request may still be considered hazmat.
  - If a request has a part that is considered hazmat the request is considered hazmat even though it is not the causal part or is not reflected in the Labor Operation.
  - **EXAMPLE:** Labor Operation 4062390 – Valve Lifter Replacement is not on the *WPC – Hazmat Related Labor Operations* list; however, if a fuel feed pipe was replaced as part of the repair, then the request is considered hazmat since the fuel feed pipe is hazmat.
- The *WPC – Hazmat Related Labor Operations* list also contains non-fuel-related labor operations where the parts involved in the repair are considered hazmat (batteries, air bags, seat belt pretensioners, etc.).

If a part is not fuel-related:

- GM has given dealers access to the Dangerous Goods Information System (DGIS) database to help determine whether a part such as a shock absorber is considered hazmat.
- Using the Part Number, go to <https://www.gmspomsds.com>
- If the part number is in the database (i.e., hazmat), the regulations will be displayed.
- If the part number is not in the database, the search results will show ‘Page 0 of 0’.



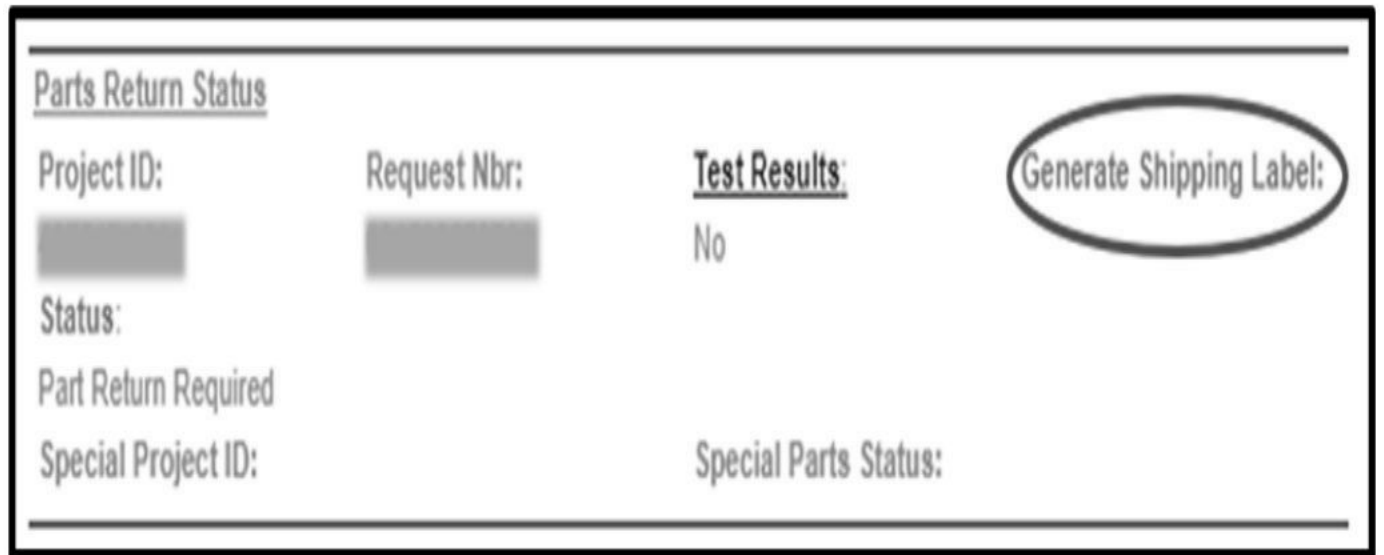
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**Note:** The WPC – Hazmat Related Labor Operations list and the DGIS site are not all-inclusive and intended only as guides, always refer to 49 CFR.

If you are still unable to determine if the request is hazmat, contact the WPC at [warrantypartscenterusa@gm.com](mailto:warrantypartscenterusa@gm.com) or 248-371-9900.

**Step 2 - Prepare the Bill of Lading (BOL)**

- Hazardous materials must be shipped to the WPC using Central Transport.
- Go to the Global Warranty Management (GWM) system.
- Locate the 'Transaction Detail' page. Refer to the latest version of Service Bulletin 99-00-89-019 for instructions, if needed.
- Create a shipping label by clicking on the 'Generate Shipping Label' link.



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- In the 'Shipping Label' box, enter the Service Agent's contact name and phone number; click 'SAVE AND PRINT'.

### Shipping Label

The function of this window is to allow the user to complete or generate the Shipping Label to be used for the shipment of the part(s).

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#### Shipping Info

|  |                                       |
|--|---------------------------------------|
| <b>Request Type</b> Parts                    |                                       |
| <b>Request Number:</b> 56590.318001500148874 |                                       |
| <b>Shipping Location:</b> WARRANTY PARTS CTR | <b>Attention:</b> CEC WPAC REVIEW     |
| <b>Address1</b> 45 NORTHPOINTE DR            |                                       |
| <b>Address2</b>                              |                                       |
| <b>City</b> LAKE ORION                       |                                       |
| <b>Country</b> USA                           |                                       |
| <b>State / Prov</b> MI                       |                                       |
| <b>Postal Code</b> 48359                     | <b>Shipping Account:</b>              |
|  | <b>Telephone Number:</b> 248-371-9900 |


**Special Handling Instruction:** NOTE: Dealers are responsible to comply with all laws, including Dangerous Goods Transportation rules. To be eligible for reimbursement for warranty parts that contained fuel or otherwise came into contact with fuel, the parts must be treated as a Hazardous Material in compliance with DOT rules. (E.g. Packaging, paperwork, marking, labeling and placarding). Therefore, shipments must be prepared by a 49 CFR Hazardous Certified individual. In addition to rejection of shipments and denial of payment by GM, failure to comply can result in civil penalties from Government enforcement agencies. GM is not providing legal advice but recommends that Dealers seek expert counsel to determine DOT compliance.

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|  |   |
|--|---|
| <b>From Location</b>   |   |
| <b>Service Agent:</b> [REDACTED]   | ➔ <b>Contact:</b> <input type="text" value="Your Name Here"/>             |
| <b>Address1:</b> <input type="text" value="123 Main Street"/>  |   |
| <b>Address2:</b> <input type="text"/>  |   |
| <b>City:</b> <input type="text" value="Hometown"/>   |   |
| <b>Country:</b> <input type="text" value="US"/>  |   |
| <b>State / Prov:</b> <input type="text" value="MI"/>   | <b>Shipping Account:</b> <input type="text"/>                             |
| <b>Postal Code:</b> <input type="text" value="12345"/>   | ➔ <b>Telephone Number:</b> <input type="text" value="Your Phone # Here"/> |
| <b>Invoice Number:</b> <input type="text"/>  | <b>Tracking Number:</b> <input type="text"/>                              |
| <b>Pickup Date:</b> <input type="text" value="09/03/2023"/>  | <b>Shipping Company:</b> <input type="text"/>                             |
| <b># of containers(for this request):</b> <input type="text" value="1"/> <input type="button" value="↑"/> <input type="button" value="↓"/> |   |

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#### Barcode



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- In the 'Shipping Providers' box, select 'HazMat Parts – Central Transport'.

|   |   |
|---|---|
|  |   |
| <b>Shipping Providers</b>   |   |
| Shipping Types  |   |
| <b>Shipping Vendor Description</b>  |   |
| HazMat Parts - Central Transport  |  |
| Over 100 lbs (Non HazMat Only) Click Here   |   |
| Under 100 lbs Non HazMat  |   |
| Use Only When Instructed By WPC   |   |

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- A blank BOL will be generated from Central Transport and must be completed.
- Enter the Service Agent information in the 'Ship From' area (required fields).
- Leave 'Collect' checked to ensure that the shipment is properly billed to GM.
  - Collect is only accepted on parts requested by the WPC. The shipper will be responsible for the charges if parts are shipped collect that were not requested by the WPC.
- Enter the transaction number (required field).
- Determine the UN# that goes with the type of part being shipped
  - A UN (United Nations) number (UN#) is used by the Department of Transportation (DOT) as a method of identification and classification of products for the purpose of shipping hazardous goods.
- The BOL is pre-populated with the most common UN numbers used by Service Agents when returning parts to the WPC and their descriptions.
- Locate the line on the BOL that matches the UN#. If the UN# is not listed, refer to 49 CFR 172.101, Hazardous Materials Table, to find the correct information and enter the UN# and description on a blank line.
- Enter the Quantity, Type of Package (box, pallet, etc.), and Weight on the line next to the appropriate UN#.
- Enter an X in the Hazmat or H.M. column next to the appropriate UN#.
- If you need help filling out the BOL, refer to the DOT Guide for Preparing Shipping Papers, [https://ai.fmcsa.dot.gov/newentrant/MC/Examples/Shipping\\_Paper\\_Guide.pdf](https://ai.fmcsa.dot.gov/newentrant/MC/Examples/Shipping_Paper_Guide.pdf)

Example of correct BOL for UN2794 shown below

| CARRIER INFORMATION |      |        |               |  |          |       |
|---------------------|------|--------|---------------|--|----------|-------|
| HANDLING UNIT       |      | WEIGHT | HAZMAT<br>(X) | COMMODITY DESCRIPTION<br><i>(If not listed, please list the UN #, description, class, and ERG #)</i> | LTL ONLY |       |
| QUANTITY            | TYPE |        |               |  | NMFC #   | CLASS |
|                     |      |        |               | UN3363, Dangerous goods in apparatus, 9, ERG #171  | NA       | 70    |
| 1                   | Box  | 45 lbs | X             | UN2794, Batteries, wet, filled with acid, 8, ERG #154  |          |       |
|                     |      |        |               | UN3268, Safety devices, 9, ERG #171  |          |       |
|                     |      |        |               | UN3480, Lithium ion batteries, 9, ERG #138   |          |       |

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**Examples - Common BOL Errors**

BOL ERROR – Incorrect Commodity Description Marked With “X” in Hazmat Column

Shipping UN2794, Batteries, but filled out the first line in error.

| CARRIER INFORMATION |      |        |               |  |          |       |
|---------------------|------|--------|---------------|--|----------|-------|
| HANDLING UNIT       |      | WEIGHT | HAZMAT<br>(X) | COMMODITY DESCRIPTION<br><i>(If not listed, please list the UN #, description, class, and ERG #)</i> | LTL ONLY |       |
| QUANTITY            | TYPE |        |               |  | NMFC #   | CLASS |
| 1                   | Box  | 45 lbs | X             | UN3363, Dangerous goods in apparatus, 9, ERG #171  | NA       | 70    |
|                     |      |        |               | UN2794, Batteries, wet, filled with acid, 8, ERG #154  |          |       |
|                     |      |        |               | UN3268, Safety devices, 9, ERG #171  |          |       |
|                     |      |        |               | UN3480, Lithium ion batteries, 9, ERG #138   |          |       |

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- BOL ERROR – Missing “X” in Hazmat Column next to Commodity Description.

| CARRIER INFORMATION |      |        |               |  |          |       |
|---------------------|------|--------|---------------|--|----------|-------|
| HANDLING UNIT       |      | WEIGHT | HAZMAT<br>(X) | COMMODITY DESCRIPTION<br><i>(If not listed, please list the UN #, description, class, and ERG #)</i> | LTL ONLY |       |
| QUANTITY            | TYPE |        |               |  | NMFC #   | CLASS |
|                     |      |        |               | UN3363, Dangerous goods in apparatus, 9, ERG #171  | NA       | 70    |
| 1                   | Box  | 45 lbs |               | UN2794, Batteries, wet, filled with acid, 8, ERG #154  |          |       |
|                     |      |        |               | UN3268, Safety devices, 9, ERG #171  |          |       |
|                     |      |        |               | UN3480, Lithium ion batteries, 9, ERG #138   |          |       |

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BOL ERROR – Missing Quantity, Type of Package and/or Weight

| CARRIER INFORMATION |      |        |               |  |          |       |
|---------------------|------|--------|---------------|--|----------|-------|
| HANDLING UNIT       |      | WEIGHT | HAZMAT<br>(X) | COMMODITY DESCRIPTION<br><i>(If not listed, please list the UN #, description, class, and ERG #)</i> | LTL ONLY |       |
| QUANTITY            | TYPE |        |               |  | NMFC #   | CLASS |
|                     |      |        |               | UN3363, Dangerous goods in apparatus, 9, ERG #171  | NA       | 70    |
|                     |      |        |               | UN2794, Batteries, wet, filled with acid, 8, ERG #154  |          |       |
|                     |      |        | X             | UN3268, Safety devices, 9, ERG #171  |          |       |
|                     |      |        |               | UN3480, Lithium ion batteries, 9, ERG #138   |          |       |

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BOL ERROR – Quantity and/or Weight on Incorrect Commodity Description Line

| CARRIER INFORMATION |      |        |               |  |          |       |
|---------------------|------|--------|---------------|--|----------|-------|
| HANDLING UNIT       |      | WEIGHT | HAZMAT<br>(X) | COMMODITY DESCRIPTION<br><i>(If not listed, please list the UN #, description, class, and ERG #)</i> | LTL ONLY |       |
| QUANTITY            | TYPE |        |               |  | NMFC #   | CLASS |
| 1                   | Box  | 15 lbs |               | UN3363, Dangerous goods in apparatus, 9, ERG #171  | NA       | 70    |
|                     |      |        |               | UN2794, Batteries, wet, filled with acid, 8, ERG #154  |          |       |
|                     |      |        | X             | UN3268, Safety devices, 9, ERG #171  |          |       |
|                     |      |        |               | UN3480, Lithium ion batteries, 9, ERG #138   |          |       |

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BOL ERROR – Incorrect/Missing Emergency Contact Number

- If you use your own or a blank BOL, the emergency contact number must be added.

Transaction # (Required):

Emergency Response Number:

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- The Hazmat BOL available through the 'Shipping Providers' box in GWM has the InfoTrac emergency contact number and GM Dealer account number pre-populated.



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### Step 3 - Prepare the Shipment

- When generating the shipping label/BOL from GWM, also print the 'WPC Warranty Parts Return to GM' label (sometimes referred to as the WPC Sheet). Include the WPC sheet, a hardcopy of the Job Card/Repair Order with technician comments, and any other documentation which supports the repair inside the box with the parts being returned. To protect the documents, place them in a plastic packing bag and securely attach it to the appropriate part. If needed, plastic packing bags can be obtained from the WPC by completing the *WPC – Material Request Form (U.S. Only)* found on the GlobalConnect App Center under Service Forms > General Information.
- Box must be clean, free of damage and extraneous labels. Hazmat packaging, if required, is available through the following resources (list is not all-inclusive):
  - Labelmaster, <https://www.labelmaster.com/shop/products>
  - Uline, <https://www.uline.com/>
- Apply Class label. Hazmat warning labels are available through the following resources (list is not all-inclusive):
  - Grainger, <https://www.grainger.com/category/packaging-shipping/package-labels-shipping-equipment/special-handling-labels-placards/hazardous-materials-dot-shipping-labels-placards>
  - Labelmaster, <https://www.labelmaster.com/shop/labels/hazmat-labels>
  - Information on label specifications is covered in 49 CFR Section 172.407, <https://www.ecfr.gov/current/title-49/subtitle-B/chapter-I/subchapter-C/part-172/subpart-E/section-172.407>
- Box must include the UN # and the proper shipping name (description) on the same side of the box as the class label. The description can be part of the label or handwritten on the box, if it is legible.

#### Frequently used UN numbers with proper shipping names

UN3363 – Dangerous goods in apparatus, 9, ERG #171

- Box Label = Class 9

UN2794 – Batteries, wet, filled with acid, 8, ERG #154

- Box Label = Class 8
  - If the Service Agent is contacted to return a lead acid battery, the WPC will supply a shipping box to use that includes the necessary labels and packing materials.
  - If you do not receive a box for your battery return within 5 – 7 days, please contact the WPC.

UN3268 – Safety devices, 9, ERG #171

- Box Label = Class 9

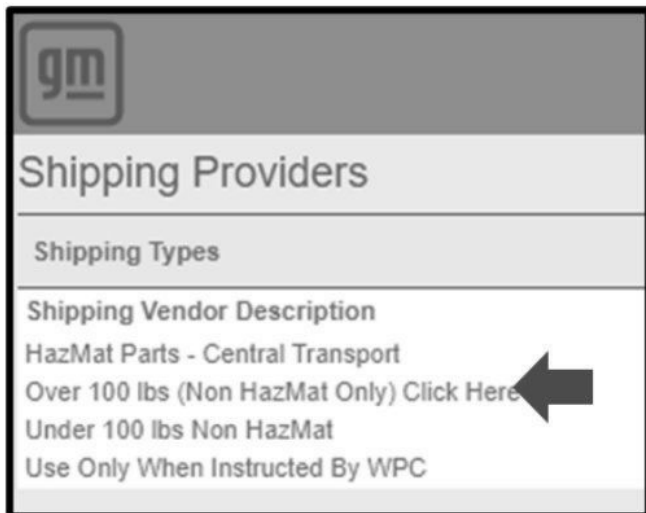
UN3480 – Lithium-ion batteries, 9, ERG #138

- Box Label = Class 9

For more information, refer to the DOT Hazardous Materials Markings, Labeling and Placarding Guide, <https://www.phmsa.dot.gov/sites/phmsa.dot.gov/files/docs/chart%2015.pdf>

### Shipping of Engines

- Engines that have been run or “hot tested” (i.e., had fuel in them) are considered hazardous material or dangerous goods.
- If the Service Agent is contacted to return an engine, they **MUST** prepare the engine as follows:
  - DRAIN ALL FLUIDS.
  - Transfer all shipping plugs from the service engine to the returning engine or cover open cavities with tape.
  - Lower the engine into a plastic bag to ensure capture of any residual fluid leakage, place an absorbent drainage mat onto the base of the original service engine shipping container (box or pod), and place the bagged engine into the original service engine shipping container.
  - Bolt and strap the engine to the supporting pallet and cover with the proper lid.
- **NOTE:** Engines returned exactly in this manner, will NOT need any added or special hazardous material packaging or labels when returned to the WPC using Central Transport (U.S. only). Reference: 49 CFR Section 173.220, <https://www.ecfr.gov/current/title-49/subtitle-B/chapter-I/subchapter-C/part-173/subpart-E/section-173.220>
- In the ‘Shipping Providers’ box, select ‘Over 100 lbs. (Non-HazMat Only)’



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- On the BOL, you **MUST** complete the Hazardous Materials Declaration indicating that the engine has been purged.

**Hazardous Materials Declaration**  
This is to certify that there are no items classified as hazardous materials in this shipment.

Each engine has been purged. Yes  No

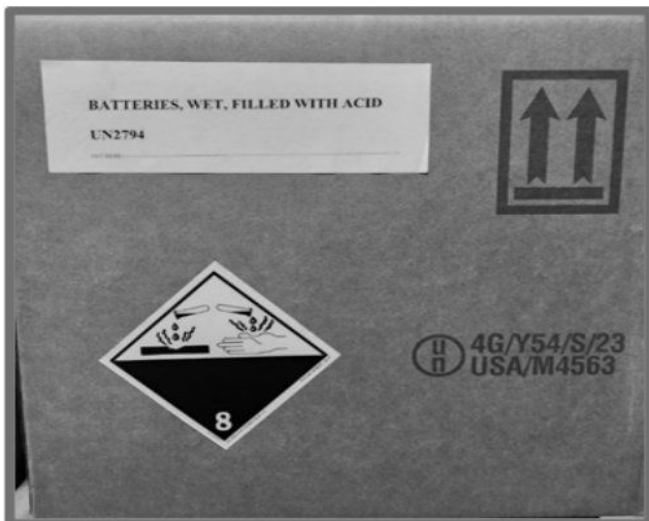
Total Number of Hazardous Material Pieces:  Total Weight:

Shipper's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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**Examples - Correct Labeling**

CORRECT Labeling - Box with Class Label and Description Label on the Same Side



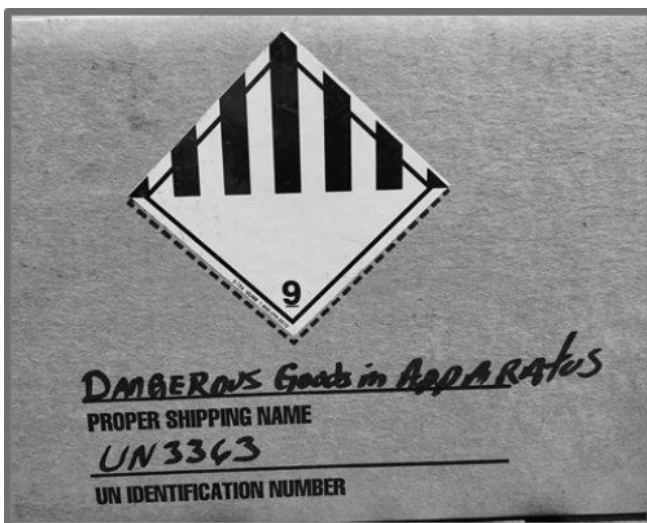
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CORRECT Labeling - Box with Class Label which Includes Description



CORRECT Labeling - Box with Class Label and Hand-written Description on the Same Side

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#### Examples - Common Packing and Shipping Errors

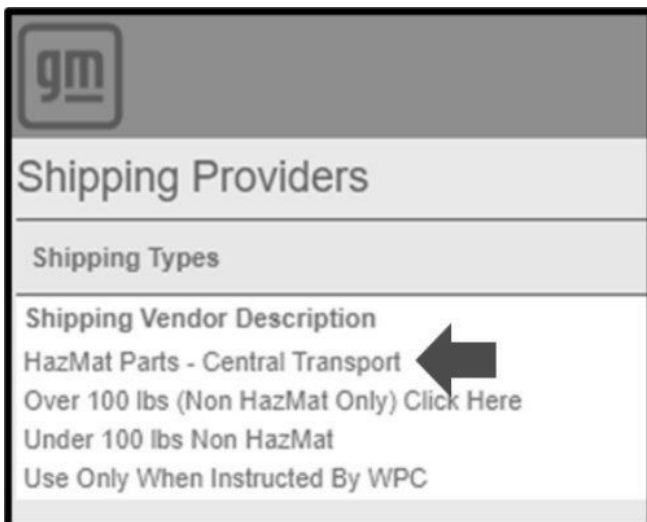
- Packaging ERROR – Incorrect Class Label
- Class 3 label (Flammable Liquid) used on UN3363 (Dangerous Goods in Apparatus) part.
- UN3363 requires a Class 9 label (Miscellaneous Hazardous Material).

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- Packaging ERROR – Missing Class Label
  - All hazmat packages must have a Class label that meets requirements of 49 CFR 172.407, Label Specifications.
- Packaging ERROR – Missing Commodity Description (Same As BOL)
  - All hazmat packages must have the UN# and the proper shipping name (description) on the same side of the box as the Class label. The description may be a printer label or handwritten on the box, if it is legible.
- Packaging ERROR – Incorrect Commodity Description (Same As BOL)
  - The description on the package must match the description on the BOL.
- Shipping ERROR – Did Not Use Approved Carrier (Central Transport)
  - Hazmat parts cannot be shipped using UPS. When printing the shipping label, select 'HazMat Parts – Central Transport'.



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- Shipping ERROR – Did Not Use Provided Box for 12V Battery
  - For UN2794, the WPC will supply a shipping box.



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- Shipping ERROR – Part Not Considered Hazmat
  - A part that is not considered hazmat for shipping purposes, but is shipped with hazmat labels and BOL, is incorrect.

#### Step 4 - Shipping

- Hazardous materials must be shipped to the WPC using Central Transport.
- To schedule a pick-up, call Central Transport at 586-467-1900 (the number is found at the top of the BOL).
- You must notify Central Transport you are shipping a hazardous part at this time.
- Write down the pick-up number provided.
- GM allows 21 days to return parts; to make sure the parts being requested are delivered on time, please have them shipped within 7 days of the request notification.
- If there are carrier delays or other issues, refer to the latest version of Service Bulletin 99-00-89-019 for instructions on using *WPC – Form A – Carrier Shipping Issue* found on the GlobalConnect App Center under Service Forms > General Information.
- When the carrier arrives, sign and date the BOL and have the driver do the same. Make a copy for your records.
  - **NOTE:** Federal regulation requires the BOL be signed by the shipper. Failure to do so violates the 49 CFR requirement and risks liability for civil penalties. An unsigned BOL will result in the driver not picking up the part.

|   |   |   |   |
|---|---|---|---|
| <p><b>SHIPPER SIGNATURE / DATE</b></p> <p><small>This is to certify that the above-named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.</small></p> <p>Shipper Signature (Required) _____</p> <p>Date: _____</p> | <p><u>Trailer Loaded:</u></p> <p><input checked="" type="checkbox"/> By Shipper</p> <p><input type="checkbox"/> By Driver</p> | <p><u>Freight Counted:</u></p> <p><input type="checkbox"/> By Shipper</p> <p><input type="checkbox"/> By Driver/pallets said to contain</p> <p><input checked="" type="checkbox"/> By Driver/Pieces</p> | <p><b>CARRIER SIGNATURE / PICKUP DATE</b></p> <p><small>Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle.<br/>Property described above is received in good order, except as noted.</small></p> <p>_____</p> |
|---|---|---|---|

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- The driver will put a sticker on the BOL with a Central Transport Pro number.
- The Pro number is your tracking information to check the status of your freight.
- It is the Service Agent’s responsibility to track the package on the Central Transport website at <https://www.centraltransport.com/tools/track-shipment> before calling WPC Customer Service with any receiving concerns.

**Important:** The information included in this document is not a substitute for required hazmat training or reviewing of applicable regulations when transporting items considered dangerous goods, always refer to 49 CFR, <https://www.ecfr.gov/current/title-49>.

**Glossary**

- BOL - Bill of Lading
- CFR - Code of Federal Regulations
- DOT - Department of Transportation
- ERG# - Emergency Response Guide Number
- GM - General Motors
- GWM - Global Warranty Management
- Hazmat - Hazardous Material/Dangerous Goods
- UN# - United Nations Number
- WPC - Warranty Parts Center

|                 |  |
|-----------------|--|
| <b>Version</b>  | 2  |
| <b>Modified</b> | Released March 04, 2024<br>Revised October 10, 2024 – Added the 2025 Model Year. |

