



Technical Service Information Bulletin

September 26, 2003

Title:

WARRANTY PARTS MARKING PROCEDURE

Models:

All Models

PG006-03

PRODUCT GENERAL INFORMATION

Introduction Effective September 1, 2003, all warranty parts (as indicated on the next page) must be marked in the area or location of the failure. The technician should complete this procedure after the failed part has been removed from the vehicle and before the part is placed in the 10-bin storage. (Exchanged parts and remanufactured parts are not included in this procedure.)

Failed parts marking will be beneficial in detecting and resolving product and parts quality issues. This will also offer additional opportunities to make future enhancements to our parts and products.

Parts are subject to random inspection in the dealership by field representatives to ensure compliance with this new policy.

Failure to comply with this policy may result in a debit of the corresponding warranty claim(s).

**Applicable
Vehicles**

- All models.

**Parts
Marking
Procedure**

All technicians must follow these procedures to ensure proper parts marking:

- Wipe the part clean (no excess fluid should be present).
- Indicate area of defect or failure by marking the specific part(s) with a water resistant permanent marker. Use a color that can be easily seen against the background of the part being marked. For dark surfaces the color yellow is highly recommended as well as the color black for light surfaces.
- Mark the area of failure or defect by drawing a circle, a square, pointing an arrow or adhering tape with an indication of the failed or defect location.
- Attach a completed Warranty Parts Tag (M/N 00404-PRETN-TAGS) to the marked part.

All other parts recovery/shipping policies and procedures apply.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
N/A	Not Applicable to Warranty	—	—	—	—



**Parts
Marking
Requirement**

Dealers are requested to mark the location of the failure of all warranty parts that are listed below. ***This list is not inclusive.*** There may be other components that can be marked in the area of failure. All other parts that can be marked should be marked.

**Parts
Marking
List**

assist grip assy	headlamps
audio (blemish)	headliner
back door garnish	hoses
bumper covers	instrument panel safety pad sub-assy
cargo cover (retractable)	Interior light assemblies and covers
carpet	knobs, levers, handles
clutch disc	l/pulley pump assy
clutch flywheel	mirrors (side and rearview)
combination meter glass	navigation or VES screens
console and components	pillar garnish
cowl assy	rack and pinion/power steering gear assy
cowl side trim sub-assy	radiator
cupholders	room partition board
cylinder head cover sub-assy	rotors (mark where min. runout is exceeded or warped)
dash panel insulator assy	seat covers/cushions
dashboard and trim	seat tracks
disc wheel	soft trim
display panels	spare tire cover
door handle assy	steering column cover
door moulding	steering wheel
door trim panel & molding	tail lamps and covers
emblems	transmission oil pan
engine oil pan	visor
exhaust manifold	washer jar
floor and cargo mats	wheel cap
gear shift knob	wheels
grills	

**Parts
Marking
List**
(Continued)

NOTE:

The following parts do not have to be marked unless the technician can determine failure and location.

air induction/ejection systems	fuel injection systems
all computers	fuel injectors
alternators	fuel pump
audio (internal)	ignition system
batteries	internal engine components
bearings	internal transmission components
belts	oil cooler
catalytic converter	power door lock switches
crankshaft	remanufactured parts
cruise control	starters
distributors	suspension components
EGR systems	valve covers
engine control systems	window regulators
exchange parts	wiper motors
exhaust systems	