SOR Appendix J2

***CG2275***

Supplier Serviceability  
Requirements Addendum

*Critical Component*

Revision Date

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# Introduction:

The SOR Appendix ‘J2’ document, where used, contains specific program and commodity information that goes above and beyond that defined in the “Global Supplier Serviceability Requirements – GMW15010” document (SOR Appendix ‘J1’). For those programs and commodities where an appendix ‘J2’ has been populated, the two documents must be used in conjunction to understand all of the serviceability requirements.

## Order of Precedence:

In the event of a conflict between this “Appendix ‘J2’” and other SOR documents, the order of precedence (from highest to lowest) is as follows:

1. General Terms and Conditions
2. Other terms located in the Purchase Contract
3. SOR Appendix ‘J2’ (Supplier Serviceability Requirements Addendum)
4. GM1700 (Global Supply Chain Requirements)
5. GMW15010 (Global Supplier Serviceability Requirements) (SOR Appendix ‘J1’)
6. GMW14375 (SOR main Template)

## Declaration of Binding Requirements:

The requirements specified in this SOR Appendix ‘J2’ are identified using the verb "shall." These requirements shall be considered binding upon a Seller when this appendix is referenced by and/or attached to the Program Statement of Requirements for this commodity, and/or the SOR is included by reference in the signed Contract.

## Failure to Comply

Failure to comply with any of the requirements in this, or referenced documents, will result in Supplier Practical Problem Solving (SPPS) or Problem Resolution and Tracking System (PRTS) issued and appropriate cost recovery actions taken.

# References:

Note: Only the latest approved standards are applicable unless otherwise specified.

## External Standards/Specifications:

Not Applicable

## GM Standards/Specifications:

* General Terms and Conditions
* GMW15010 (SOR Appendix ‘J1’)
* GMW16331(GM Engineering Standards, General Specification, Miscellaneous Trademarks and Trade Names)
* GMW14375 (SOR main template)
* GM1700 (Global Supply Chain Requirements)
* GM Customer Care and Aftersales (GMCCA) Purchasing Clause AO (Remanufacturing Programs Core Management and Core Return Policy)
* GMCCA Packaging Standards and Guidelines manual, GM Packaging Detail Sheet, and Ship Direct Statement of Requirements, found at <http://www.gmsupplypower.covisint.com>.

# Sections of the J1 to be modified:

The following sections represent modifications to the existing J1 document.

## Part Availability

The supplier agrees to provide replacement parts for a period of no less than 15 years past the last vehicle production year. Prior to sourcing decision, supplier shall provide GMCCA with a detailed Lifecycle Plan for approval in accordance with section 3.2 (Lifecycle Plan Requirements.)

In the event, at any time, the supplier cannot maintain a period of no less than 15 years supply of replacement parts to General Motors, Seller agrees to provide the following items to GMCCA or GMCCA’s designee, including but not limited to the following, unless previously supplied as part of the J1 requirements:

* Tooling
* Design Records
* Complete and Comprehensive Bill of Material
* Product Test Equipment / Checking Fixtures
* Product Schematics
* Product Software (including source code where reasonably needed for GMCCA to continue supply of replacement parts) / Calibration updates
* Drawings / Math Data
* Material Specifications
* Remanufacturing / Refurbishing Specifications
* Approved Component Sources
* Production Assembly Documentation / Process Flows
* PPAP documents
* Validation Plan / Test Results
* Warranty Analysis History
* Software Revisions History
* Letters of Authorization and/or Third-Party Licenses for Proprietary or Licensed Components
* Tier 2, Tier 3 etc. supplier list and contact information
* Transitional Engineering support

In addition, supplier hereby grants the following license which is exercisable only if supplier cannot maintain a period of no less than 15 years supply of replacement parts to GMCCA and its Affiliates:

Supplier hereby grants and causes suppliers’ personnel and affiliates to grant to GMCCA and its Affiliates, a non-exclusive, perpetual, irrevocable, worldwide, royalty-free, fully paid-up, license, to make, have made, use, sell, offer to sell, import, improve, copy, distribute, reproduce or modify, create derivative works, perform and display all of supplier’s intellectual property rights only which are embodied in the replacement parts or otherwise required to provide the replacement parts to vehicle customers, including the right to modify and improve without limitation. The foregoing license is limited to uses related to the maintenance, repair, service, or replacement of vehicles or components manufactured by or for GMCCA and its Affiliates. GMCCA and its Affiliates as used in this section means General Motors Company, their successors in all or substantially all of their businesses, and their subsidiaries and affiliates at least 20% commonly owned or controlled by General Motors Company, either directly or indirectly.

For purposes of clarity, this license grant is intended to supplement and not detract from any rights granted from supplier to Buyer, GMCCA, or their affiliates under any past, present, or future Purchase Order contracts or other agreements between the parties.

## Lifecycle Plan Requirements

The Lifecycle Plan shall document how the supplier will achieve the no less than 15-year replacement part requirement as noted in section 3.1 (Part Availability). The Lifecycle Plan shall at a minimum include the following:

* Details for a replacement part supply plan for a period of no less than 15 years beyond the last vehicle production year, including Tier 2, Tier 3 etc. parts as necessary
* Supplier contact for Lifecycle management who will be responsible for developing the plan and ongoing assurance that the plan will be met
* Overview of current part usage and applications including vehicle model year
* Shelf life and storage requirements for the part and its components including long term preservation and cleanliness
* Detailed BOM and drawings including all future revisions to comprehend subsequent generation parts compatibility
* Raw material strategy for “at risk” materials
* Maintaining new part availability for remanufactured/refurbished export restricted countries
* IC Roadmap if applicable and details for Printed Circuit Board lifecycle plan including Tier 2 & 3 suppliers’ components

**Lifecycle Plan template for supplier to complete:**

Email completed plan to [CCA.LifecyclePlan@gm.com](mailto:CCA.LifecyclePlan@gm.com)



### **Service Part Pricing**

During initial quoting, a remanufacturing/refurbished program needs to be considered for the benefit of both the supplier as well as General Motors. GM Customer Care and Aftersales Purchasing will be the primary interface with the supplier regarding reman/refurb pricing, and direct purchasing should be included on communications prior to sourcing. If the reman/refurbish targets cannot be accomplished, then a core charge will be billed to the supplier equal to 50% of the final negotiated OE production price

## 3.2.2 Remanufactured/Refurbished Part

GM’s target pricing for the remanufactured/refurbished part shall not exceed 50% of the final negotiated OE production price. If the remanufacturing/refurbish targets cannot be accomplished, then a proportionate core charge may be billed to the supplier to account for the difference in the negotiated cost.

When GM’s target pricing for a remanufactured product cannot be accomplished at the onset of the remanufactured/refurbish program, at GM’s discretion to continue to launch a reman/refurb program the supplier shall be incentivized to work cooperatively with GM to identify and implement approved component salvage procedures to continue to reduce the overall piece cost of the final remanufactured/refurbished part reaching the 50% target. The terms of an incentivized cost reduction to reach the target pricing shall be negotiated with GM Customer Care and Aftersales Purchasing and direct purchasing should be included in the communications.

When a Remanufacturing/Refurbishing program has been determined to be the best solution to supply product for any portion of the lifecycle of the part, the remanufacturing/ refurbishing strategy shall be included in the Lifecycle Plan and be in accordance with section 3.2.2.1 (Supplier Remanufacturing /Refurbishing Requirements)

## 3.2.2.1 Supplier Remanufacturing/Refurbishing Requirements

The decision to remanufacture/refurbish shall be a joint decision between the Supplier and GM. If mutual agreement cannot be reached, the supplier must continue to provide the new OE part as identified in Section 3.2.1. However, GMCCA reserves the right to pursue 3rd party remanufacturing/refurbishing options.

* Supplier shall be directly accountable and/or indirectly by providing to the 3rd party supplier all necessary information, including intellectual property to execute a remanufacturing/refurbishing strategy which shall at a minimum include the following:
  + Production facility, manufacturing tooling and test equipment
  + Reman/Refurb timing
  + Engineering support, technical and test specifications
  + Component sourcing documentation
  + Process control documentation
  + Qualification process for remanufactured/refurbished replacement parts/components
  + Dedicated or shared cells for rework
  + Core ownership
  + Core tracking system
  + Core seed analysis
* The Remanufacture/Refurbishment Program shall be a program for both warranty and non-warranty service.
* The process of remanufacturing/refurbishing as required or defined by GM may involve the replacement of a specified list of components, including “mandatory replacement parts” also referred to as “MRP”, any damaged components, and updating systems to the most current specifications.
* GM reserves the right to re-evaluate/review the Remanufacture/ Refurbishment Program at minimum six (6) month intervals for the following:
  + Evaluation of the remanufacturing/refurbishing facility and remanufacturing/refurbishing capacity
  + Pareto on failure modes on both OE and service units (weighted analysis – percentage rate)
  + No Trouble Found (NTF) rate

* The supplier shall ensure that all subassemblies and components required for the OE Parts along with Remanufactured/Refurbished Parts provided by sub-suppliers also comply with part availability mentioned in section 3.1 (Part Availability).
* Parts shall be designed to allow for maximum interchangeability.
* Supplier shall be responsible for all validation of the remanufactured/ refurbished parts/components. The remanufactured/refurbished unit shall be validated against the same standard as the OE part/component at last production unless GM authorizes a different specification.
* The supplier shall be responsible for determining the number of cores and/or new units needed to “seed” the program.
* Supplier shall be responsible for developing a core tracking system, typically through the use of a serial number, to be approved by GM, including but not limited to:
  + Customer complaint
  + Failure mode
  + Components replaced
* Supplier shall be responsible for complying with all federal, state, and local laws and regulations relating to the component and its contents. Please note that state and/or local laws can be more stringent than federal regulations. For a list of state environmental agencies, go to: <http://www.epa.gov/epahome/state.htm>. For local contacts, check the local government listings in your phone book.
* The Remanufacture/Refurbishment program can be within the parent company or at an agreed upon outside remanufacturing/refurbishing site that is managed by the Seller. If remanufacture/refurbishment program is conducted outside the parent company; The OE supplier will remain responsible for complying with all requirements contained in this document. GM reserves the right to inspect and approve all remanufacturing/refurbishing and product aspects at these remote locations.

## 3.2.3 Core Management

Seller shall be responsible for providing all cores needed to produce the remanufactured/ refurbished part. Seller shall be responsible for making up any shortfalls from the core market or new seed stock at its own risk/cost.

If a core program is approved by GM and it is agreed that the supplier will own the core, the supplier shall be required to follow GMCCA Purchasing Clause AO (Remanufacturing Programs Core Management and Core Return Policy)



## 3.2.3.1 Cores Excluded from Remanufacture/Refurbishment

Unless specifically approved by GM, Cores shall be excluded from remanufacture/refurbishment if any of the following condition exists:

* Core has been remanufactured or refurbished previously for the same failure and/or repeat customer complaint.
* Core has been, for any reason, remanufactured / refurbished 2 times previously.
* Core cannot be remanufactured or refurbished to meet the requirements of this document and the OE CTS specification.
* GM remanufactured / refurbished part numbers are canceled.

## Packaging

## 3.3.1 Part Packaging Specification

Supplier (source) unitized package design is the responsibility of the supplier. Source unitized parts must be individually packaged, labeled, and survive in the small parcel shipping environment. Individual packaging must meet International Safe Transit Association (ISTA) package testing procedures. For packaged products weighing 150lbs (68kg) or less, reference ISTA Procedure 1A. For packaged products weighing greater than 150lbs (68kg), reference ISTA Procedure 1B.

In addition to the performance requirements mentioned above, the following apply:

* Supplier shall include the specified GM Product Identification label(s), and government mandated labels, including country of origin, Dangerous goods, warnings, etc.
* Internal packaging of ferrous parts shall provide rust free protection for three years from the unitizing date code on the product identification label.
* Core packaging: Supplier shall comply with the requirements for remanufactured/refurbished parts outlined in gm.gpkg.com.
* Hazardous Material Packaging: Container and hazmat markings shall meet Code of Federal Regulations 49 Requirements.
* All instruction sheets, templates and tags that are included as a component of a purchased part shall be translated and printed in the appropriate regional languages where the vehicle is sold/serviced. This includes any printing that may be on the outer box.
* All marking on the component shall follow GMCCA branding requirements contained in GMW16331

**3.3.2 GMCCA Packaging Standards and Guidelines Manual**

Supplier general packaging requirements must comply with those found within the GMCCA Packaging Standards and Guidelines Manual. Key areas of focus must include but not be limited to, Product Identification, Carton Closure, and Palletization. The GMCCA Packaging Standards and Guidelines Manual can be found at <http://www.gmsupplypower.covisint.com>.

**3.3.3 Bulk Packaged Parts**

In the event that the decision is made to buy the part in bulk (as opposed to supplier packaged) please refer to the GM Bulk Packaging Guidelines available on GM.GPKG.COM or <http://www.gmsupplypower.covisint.com>

# 4 Coding System:

This specification shall be referenced in other documents, drawings, VTS, CTS, etc. as follows: CG2275

# Compliance with market-specific regulatory requirements for service parts, fluids, and chemicals

Service parts (Articles), fluids and/or chemicals (Preparations) are subject to a variety of regional, country, state/province, and city specific regulations that may or may not apply to the production equivalent (optional to add specific name of requirement – e.g.: INMETRO).

Supplier is responsible to understand these regulatory requirements where their parts or products will be sold and assure that the engineering requirements, manufacturing / quality processes, part marking, packaging, and labeling are designed to comply with those requirements.

Supplier must also be in accordance with GMW3059 material specification requirements.

Supplier will be responsible to validate the part, fluid and/or chemical to these specific requirements, and apply for / obtain and maintain the appropriate certification and registration if required in a time frame to meet Buyer’s Supply Chain schedules.

These regulatory requirements apply to service parts regardless of whether the part is for current or past production. Should the usage of these commodities be expanded to additional regulated markets, or should regulations change in the future; Buyer and Supplier will work together to address any changes which may be required.

# 6 Release and Revisions:

## 6.1 Release:

This specification originated in April 2008 and was approved by GM Aftersales Engineering (Regional service group if a regional modification) in April 2008. It was first published in April 2008.

## 6.2 Revisions:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Revision Number** | **Date of Change** | **Location of Change** | **Approver** | **Description of Change** |
| 0 | 15-Apr-08 | Entire Document |  | Initial Release of document |
| 1 | 19-May-10 | Title Page |  | Changed “**GENERAL MOTORS CORPORATION” to “GENERAL MOTORS COMPANY”** |
| 2 | 5-Oct-11 | Entire Document |  | Revised to include Lifecycle Planning Requirements |
| 3 | 12-Jan-12 | Section 3.2 |  | Revised to include Lifecycle Planning Template |
| 4 | 25-Apr-12 | Entire Document |  | Revised to include GM Legal Input |
| 5 | 08-Jul-19 | Section 1.3, 3.2.1,3.2.2,  3.2.2.15 | Add New Statement | Revise Remanufacturing/Refurbishment Requirements |
| 6 | 29-Jul-19 | All | Jim Jacks | Bulk migrated to BR folder |
| 7 | 20-Oct-21 | All | Robert Tette | Updated & republished |

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