



GM Complaint Codes

Global Warranty Management - Quick Reference Help Card

Code	Complaint Description
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Category 2 - Engine/Fuel/Exhaust	
0321	"Check Engine" Light
0322	Engine Performance
0323	Engine Noise
0324	Excessive Fuel Consumption
0325	Excessive Oil Consumption
0326	Exhaust
0327	Fluid Leaks
0328	No Start
0329	SES/Check Engine/MIL
0390	Other issues
Category 3 - Transmission	
0341	Transmission Performance
0342	Transmission Shifting
0343	Transmission Noise
0344	Fluid Leaks
0345	Clutch
0346	Electrical
0395	Other issues
Category 4 - Exterior	
0421	Fit/Finish
0422	Closures
0423	Wipers
0424	Glass
0425	Noise
0426	Wiper/Washers
0427	Fixed Glass
0490	Other issues
Category 5 - Interior	
0821	Instrument Panel
0822	Console
0823	Carpet/Floor Mats
0824	Water leaks
0825	Wind noise
0826	Glass
0827	Noise
0828	Seats (Fit and Finish)
0829	Trim/Hardware
0830	Console/Panels

Code	Complaint Description
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0831	Electrical
0890	Other issues
0921	Seats
Category 6 - Heating/Ventilation/Air conditioning	
0721	Defroster Performance
0722	A/C Performance
0723	Heater Performance
0724	HVAC Leaks
0725	Electrical
0726	Noise
0727	Odor
0790	Other issues
Category 7 - Audio/Entertainment/Navigation	
0220	Abnormal Noise
0221	Audio
0222	Video
0223	Communication
0224	Navigation
0290	Other issues
Category 8 - Features/Controls/Displays	
0521	Odometer
0522	Mirrors
0523	Lights
0524	Locks/Keys/Keyless Remote
0525	Sun/Moon/Convertible Roof
0526	Seat Features/Functions
0590	Other issues
0621	Gauges/Warning Lights
Category 9 - No Customer Complaint	
0000	Converted Claim
0021	Maintenance
0090	Other issues



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Code	Complaint Description
Category 10 - Hybrid	
0630	Charging Station - Battery
0631	Charging Station - No Charge
0632	Charging Station - Receptacle Fit and Lock
0633	Charging Station - Fault / Red LEDs
0634	Charging Station - INOP / No LEDs
0635	Charging Station - Noise
0636	Charging Station - Odor
0637	Charging Station - Other issues
0638	Charging Station - SES / Check Engine /MIL
0639	Charging Station - Unit Damaged /Cracked
0640	Charging Station - Water Intrusion
Category 11 - Brakes	
0130	Fluid Leaks
0131	Low Pedal / Spongy
0132	Noise
0133	Pulsation
Category 12 - Driveline / Axle	
0140	Axles/Drive Shaft
0141	Differential
0142	Fluid Leaks
0143	Noise
0144	Vibration
Category 13 - Steering / Suspension	
0310	Electronics
0311	Fluid Leaks
0312	Handling/Responsiveness
0313	Noise
0314	Pulsation
0315	Ride Quality
0316	Slop
Category 14 - Tires / Wheels	
0350	Fit/Finish
0351	Noise
0352	Tire Pressure
0353	Tread
0354	Vibration



GM Cause Codes

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Code	Cause Description	Code	Cause Description	Code	Cause Description	Code	Cause Description
Surface (Exterior)		2041	Sags	4065	Chattering	6581	Registers Incorrectly
1011	Alignment/Adjustment	2043	Snag	4067	Resonance/Foreign Part	6583	Poor Contact
1013	Bent	2045	Stained/Soiled	4069	Vibrates	6585	Pin Pushed Through
1015	Blemish	2047	Thin Paint	Fastener		6589	Incorrect Version
1017	Broken	2049	Warped/Wavy/Wrinkled	5011	Alignment/Adjustment	Wiring/Electrical/Sensors	
1019	Corrosion	2051	Worn/Stripped	5017	Broken	7019	Corrosion
1021	Damaged/Cracked	2053	Wrong Part	5019	Corrosion	7023	Foreign Material
1023	Foreign Material	Rotating Part		5021	Damaged/Cracked	7071	Discharge
1025	Loose	3011	Alignment/Adjustment	5023	Foreign Material	7073	No/Incorrect Communication
1027	Missing	3017	Broken	5025	Loose	7075	Routing
1029	Off-Color	3019	Corrosion	5027	Missing	7077	Seized/Binds/Sticks
1031	Poor Fits	3021	Damaged/Cracked	5031	Poor Fits	7079	Shorted
1033	Poor Metal Finish/Machining	3023	Foreign Material	5049	Warped/Wavy/Wrinkled	7081	Registers Incorrectly
1035	Poor Repair	3025	Loose	5051	Worn/Stripped	7083	Poor Contact
1037	Rip/tear	3027	Missing	5053	Wrong Part	7085	Pin Pushed Through
1039	Rough/Finish Comes Off	3031	Poor Fits	5069	Vibrates	7087	Not Clipped
1041	Sags	3049	Warped/Wavy/Wrinkled	Module/Component		Other	
1043	Snag	3051	Worn/Stripped	6011	Alignment/Adjustment	9090	Field Action/Tech Bulletin
1045	Stained/Soiled	3053	Wrong Part	6017	Broken	9094	Follow Operation
1047	Thin Paint	3063	Noise During Operation	6019	Corrosion	9096	No Trouble Found - Adjusted/Reprogram
1049	Warped/Wavy/Wrinkled	3065	Chattering	6021	Damaged/Cracked	9099	Not Duplicated
1051	Worn/Stripped	3067	Resonance/From Foreign Part	6023	Foreign Material	9998	NTF Test
1053	Wrong Part	3069	Vibrates	6025	Loose		
Surface (Interior)		3071	Out Of Balance	6027	Missing		
2011	Alignment/Adjustment	3073	Seized/Binds/Sticks	6031	Poor Fits		
2013	Bent	Interface (Gasket, Seal, Hose, Weld)		6033	Poor Metal Finish/Machining		
2015	Blemish	4011	Alignment/Adjustment	6049	Warped/Wavy/Wrinkled		
2017	Broken	4017	Broken	6051	Worn/Stripped		
2019	Corrosion	4019	Corrosion	6053	Wrong Part		
2021	Damaged/Cracked	4021	Damaged/Cracked	6061	Leaks		
2023	Foreign Material	4023	Foreign Material	6063	Noise During Operation		
2025	Loose	4025	Loose	6065	Chattering		
2027	Missing	4027	Missing	6067	Resonance/From Foreign Part		
2029	Off-Color	4031	Poor Fits	6069	Vibrates		
2031	Poor Fits	4049	Warped/Wavy/Wrinkled	6071	Out Of Balance		
2033	Poor Metal Finish/Machining	4051	Worn/Stripped	6571	Discharge		
2035	Poor Repair	4053	Wrong Part	6573	No/Incorrect Communication		
2037	Rip/Torn	4061	Leaks	6579	Shorted		
2039	Rough/Finish Comes Off	4063	Noise During Operation				