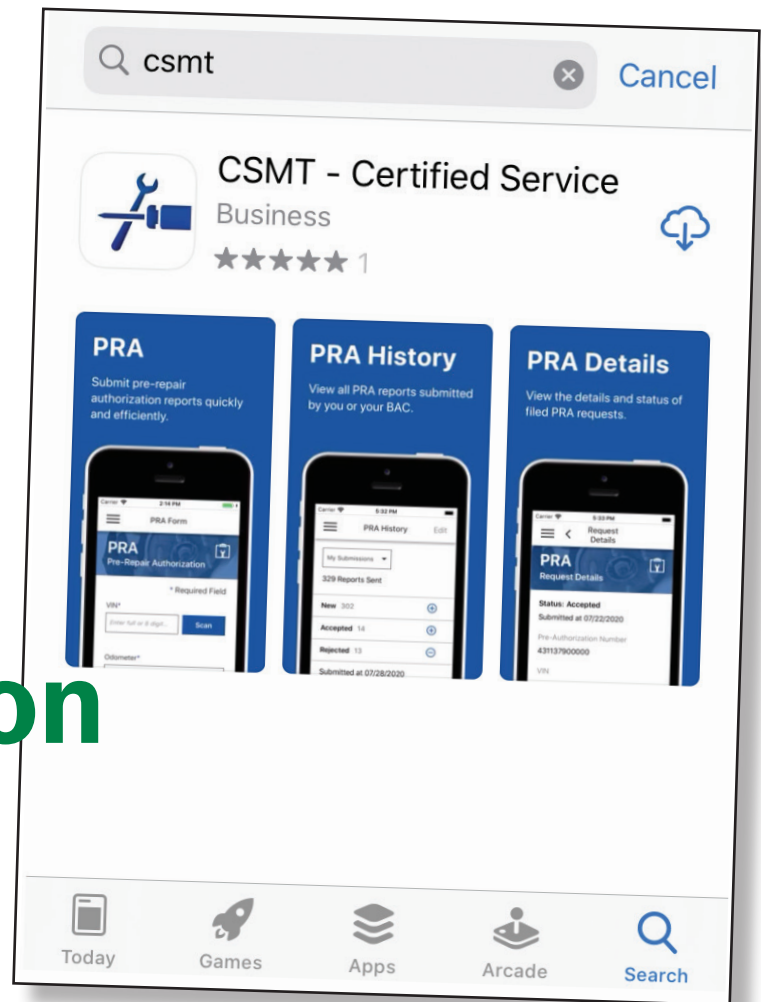


Updated CSMT App Improves Pre-Repair Authorization Process



Proper Navigation SD Card Ejection

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Mark of Excellence Xccelerate App Now Live

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Updated

CSMT App Improves Pre-Repair Authorization Process

Authorized U.S. dealership service department personnel can use the Pre-Repair Authorization (PRA) feature available in the Certified Service Mobile Toolbox (CSMT) application to request GM pre-approval for warranty replacement of:

- Wheels
- Exterior Mirror Assemblies
- Seat Covers
- Steering Wheels
- Interior Door Trim

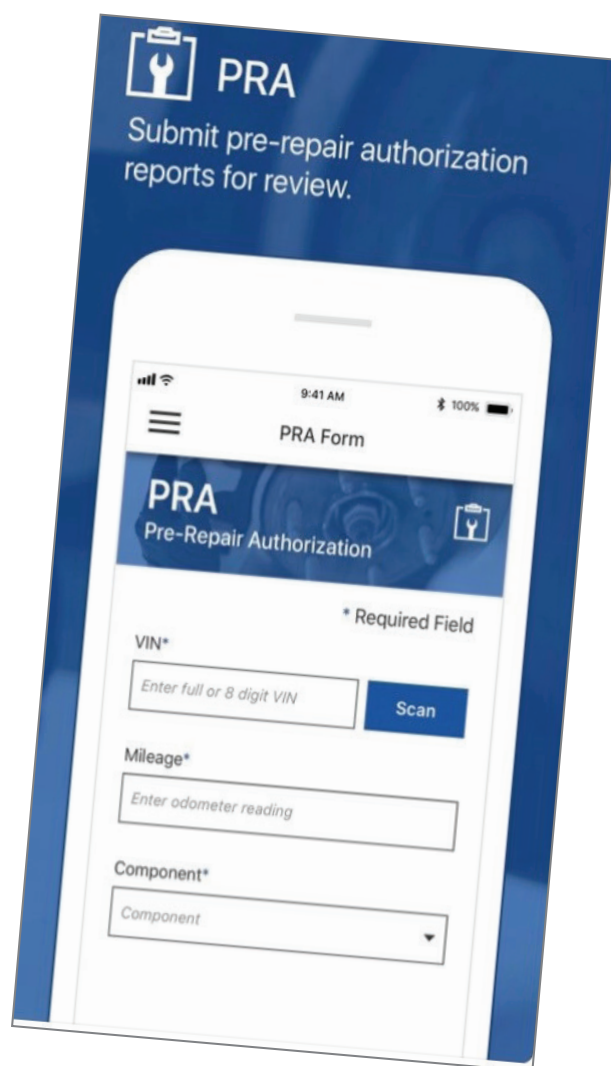
The CSMT app also includes the Field Product Reporting (FPR) feature and Field Action updates. The CSMT app is free and available for use on most Apple® iPhones and Android™ devices.

CSMT UPDATE

TIP: The updated CSMT app was released on August 20, 2020. Users must download the new version of the app to successfully submit a PRA request.

The latest version of the CSMT app offers a variety of enhancements.

PRA Request Decisions – One of the major enhancements to the app is that PRA Request decisions will now be communicated directly in the app on the submitter's device rather than by email. Users can quickly get a message on their device as soon as a decision has been made. Be sure to set up your device to allow notifications. For the CSMT app, a notification will appear showing a new PRA decision.



PRA decisions will show Accepted (replacement of component can be made under warranty), Rejected (request is denied as PRA Team has determined condition is not warrantable), or Rejected but will provide a reason such as a missing or poor photo (Dealer must email/call PRA team if further information is requested). Since there are two forms of "Rejected" decisions, it is important to open and view the PRA Team's comments as to why the request has been returned as "Rejected."

Wi-Fi Only – A new CSMT personalization setting allows users to send a PRA request to GM over Wi-Fi Only. The "Wi-Fi only" enhancement was based on user feedback and helps save on data charges.

VIN Validation – The new VIN validation function will make sure a valid VIN number has been entered, avoiding potential errors and delays. The validation also provides an alert if the vehicle is beyond the Bumper-to-Bumper warranty period, as PRAs are not necessary on Policy repairs. A PRA is still required when replacing

CONTINUED ON PAGE 3

a restricted component under the dealer-installed Replacement Part Warranty and on select repairs under a Certified Pre-Owned (CPO) warranty.

20 Photos – Up to 20 photos can be submitted using the PRA Tool. Previously, photos were limited to 10.



Up to 20 photos can be submitting using the PRA Tool.

Duplicate Requests – The PRA tool will provide an alert if it finds a duplicate request in the system.

PRA History – The main menu of the CSMT app now includes a PRA History, where users can view PRAs submitted in the past six months. By selecting BAC Submissions, all PRAs submitted by the dealership within the last six-month period can be viewed. The “Outbox” in the History section will show any PRAs that are in que awaiting to be sent when the user is back on a Wi-Fi connection (if the “send over Wi-Fi only” setting is selected) as well as any PRAs that failed to send (an option will be provided to retry submission).

PRA App Information – Dealership information will now populate in the Pre-Repair Authorization section of Global Warranty Management (GWM) in order to provide the Warranty Administrator easy access to all PRA request information, including:

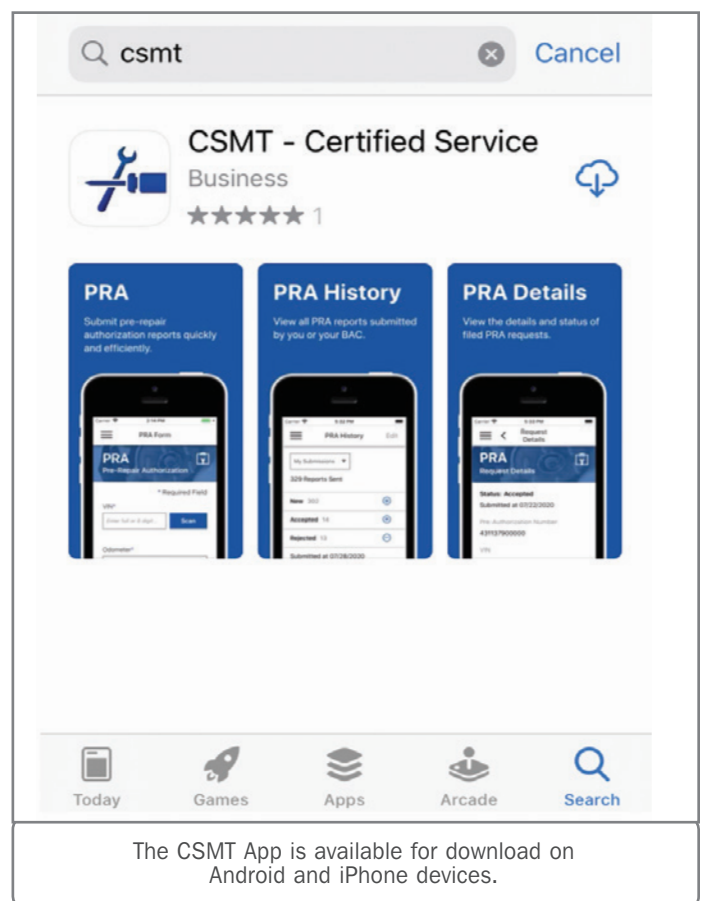
- Dealer employee who submitted the request and when
- Attachments uploaded/submitted with the PRA request
- Name of PRA Specialist who responded to the request and their return comments
- No need to print & attach approval emails, or attach anything to transaction.

PRA Number – A PRA Number is now provided for all PRA requests submitted via the CSMT app. Only requests that have been approved can be submitted as a warranty transaction.

Documentation Requirements – For requests submitted via the CSMT app, it is NOT necessary to print/attach PRA information to the job card or electronically to the submitted warranty transaction. It is only necessary to enter the PRA Number of the approved request in the required Pre-Repair Authorization Number field of the warranty transaction. PRA History is stored in the CSMT app for six months, but also is stored as a permanent record within Global Warranty Management.

DOWNLOAD THE APP

The CSMT App is available for download on Android and iPhone devices. Once downloaded, you can log in using your GlobalConnect ID and Password.



The CSMT App is available for download on Android and iPhone devices.

Complete information to help your dealership with the PRA process can be found in Bulletin #18-NA-306 and in the Warranty Administration Resource Center (Policy & Procedure Compliance tab/Authorizations).

► Thanks to Patti Marino

Proper Navigation SD Card Ejection

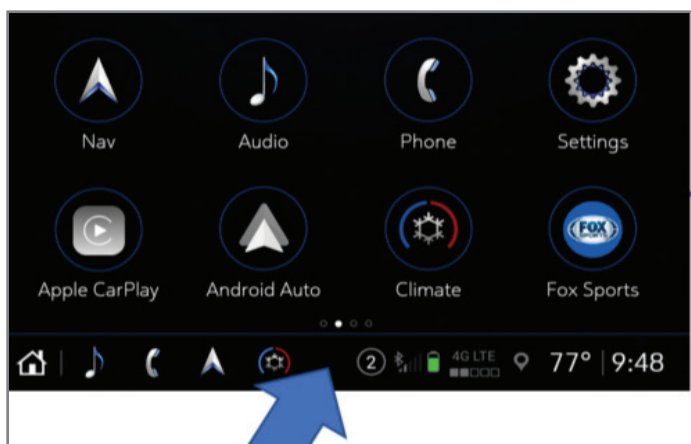
An SD Card Error message may be displayed on the infotainment screen if the navigation SD card is improperly ejected from the card slot on 2020 Buick Encore, Enclave; Cadillac XT4, XT5, XT6; Chevrolet Blazer, Camaro, Silverado 1500, Silverado 2500/3500, Traverse; GMC Acadia, Sierra 1500, and Sierra 2500/3500 models equipped with Info 3.5 systems with embedded navigation (RPO IOU, IOT).



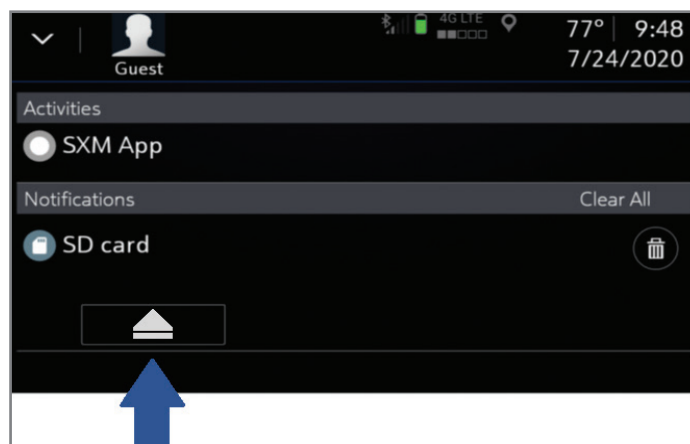
The SD card slot is usually located at the front of the center console.

The SD card must be ejected correctly, similar to how a flash drive must be ejected properly from a computer, in order to remove the card from the card slot without affecting the performance of the navigation system.

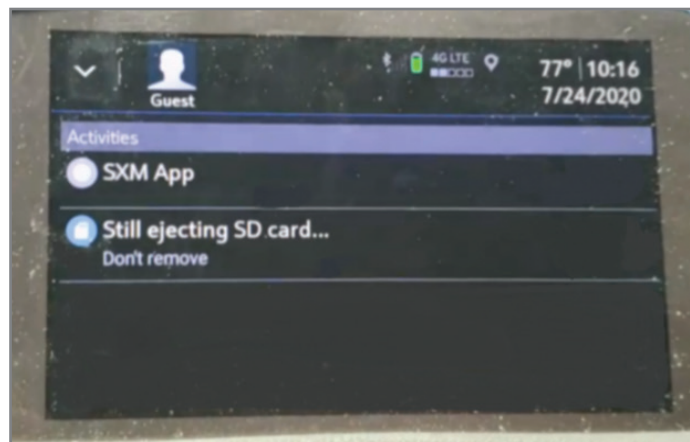
SD CARD EJECTION PROCESS



1. On the infotainment screen, touch the bottom of the Home page near the Notifications indicator (circled number), if available. The number indicates the number of current notifications. If there is not a notifications number shown, touch the center area of the screen, right of the Application Tray.
2. The Notifications page will display showing that an SD card is installed. Touch the Eject symbol.



3. A "Still ejecting SD card..." message will display on the screen. The card can be removed from the card slot when the "Safely Ejected" message is displayed.



CONTINUED ON PAGE 5

If the SD card is not ejected properly, the card may not be able to be read by the navigation system the next time the system is used. If anything is being written to the card when it is removed, there is a risk that permanent data corruption may occur.

In some cases, the damage may result in the navigation system not being able to read the card or system response may be slow. It's also possible that the damage may not be evident immediately and there may be errors to only specific map data, such as the duplication of streets in particular map views. These types of errors would only be seen when driving in an area shown on the map with the affected data.

Depending on the data that is corrupt, the SD Card Error may or may not appear. Data corruption can only be repaired by replacing the SD card.

DIAGNOSING SD CARD ERRORS

When diagnosing an SD card error message on a navigation system, always verify that the Read/Write switch on the side of the card is in the correct position. If the switch is in the Read-only/locked (down) position, an SD Card Error message may display. The switch needs to be placed in the Write/unlocked position (up towards the card contacts).

In addition, verify that the radio software (USB programming) is up to date and that the SD card has not been swapped from another vehicle. SD cards are VIN specific.

During diagnosis, always check for the latest bulletins and refer to the Service Information document Navigation System Malfunction (and SD Card Errors).

► Thanks to Jeremy Richardson

Rear Differential Whining Sound

A whining, growling or grinding sound may be heard on some 2017-2019 Colorado and Canyon models during acceleration or deceleration when traveling from 20 mph (32 km/h) to highway speeds. There may be a machining issue that creates a step on the surface of the carrier bearing bore in the rear differential housing. Affected models are equipped with the 2.8L diesel engine (RPO LWN) or 3.6L V6 engine (RPO LGZ) and a 3.42 rear axle ratio (RPO GU6) and were built from start of production to June 17, 2019.

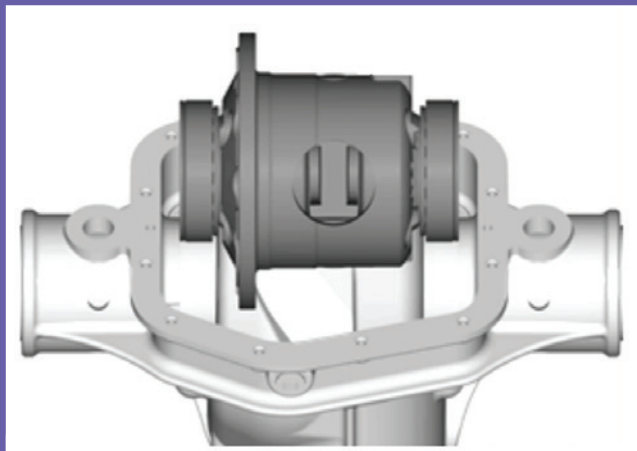
If these conditions are found, follow the diagnostic information for a rear differential noise in the appropriate Service Information. If the source of the noise is determined to be coming from the rear differential carrier bearings, disassemble the axle assembly and inspect the surface of the carrier bearing bore in the differential housing.

If the mating surface contains machining imperfections or has a step on the surface, replace the axle assembly.

If the bearing mating surface is free of any imperfections, replace the carrier bearings only. Be sure to use the designated special tools listed in the Service Information in order to properly remove and install the bearings.

Refer to Bulletin #20-NA-034 for additional information and part numbers.

► Thanks to Tom Holecek



Inspect the surface of the carrier bearing bore in the differential housing.



Step on the bearing mating surface

MARK OF EXCELLENCE

Xccelerate APP

NOW LIVE



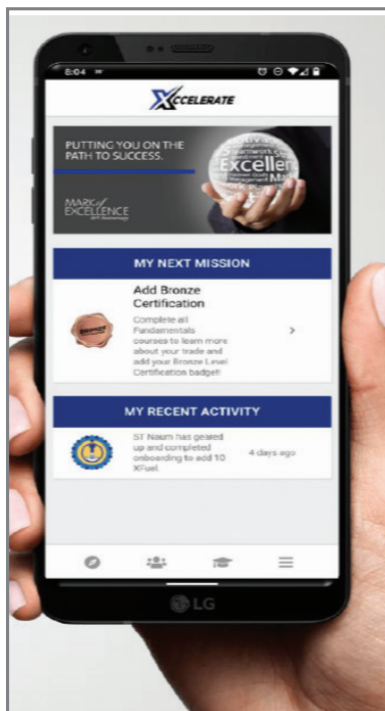
The popular Xccelerate mobile application is now available to all U.S. dealership technicians and service managers enrolled in the Mark of Excellence (MOE) program. Launched earlier this year as a pilot program, the interactive Xccelerate app provides technicians with more opportunities to complete missions for XFuel, recognize peers in the service department, and track MOE performance.

All enrolled technicians were sent an email with the registration URL for Xccelerate in late August.

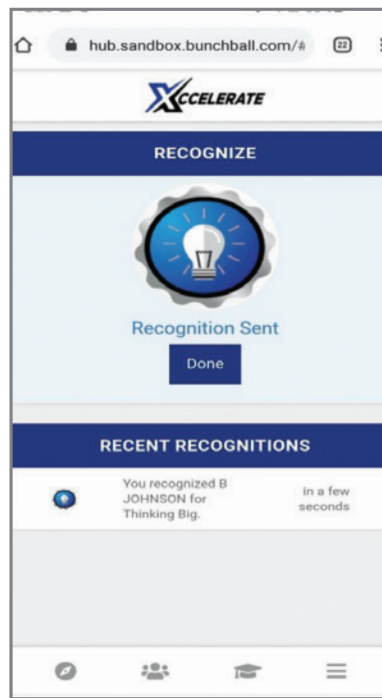
The Mark of Excellence program has recognized the achievements of GM dealership personnel for 20 years. Service technicians enrolled in the program can earn recognition for their outstanding performance as well as a number of awards when they meet program qualifiers and other criteria. The 2020 MOE program runs from January 3, 2020 through January 4, 2021.

XCCELERATE APP

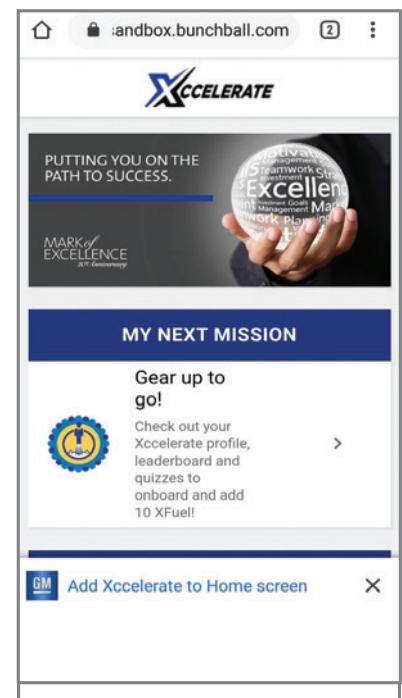
The Xccelerate app is a new communication application service that leverages Progressive Web App (PWA) technology to deliver a mobile-first interface. It offers technicians a convenient, easy way to access service-related information just about anywhere.



New Xccelerate app



Send recognition to peers for their performance.



Missions to earn XFuel are shown on the home page of the app.

CONTINUED ON PAGE 7

New features of Xccelerate include:

- **Single Sign-On:** The app uses a direct connection between GlobalConnect and Xccelerate for seamless logins.
- **Peer-to-Peer Recognition:** Tap the Recognition icon on the bottom of the app page and follow the prompts to send recognition to peers in order to acknowledge their performance. Service Managers have additional recognition features in the app, including unique recognition categories, adding personal comments, and bonus XFuel.
- **XFuel:** Complete the missions on the app to collect XFuel. The missions are designed to help build better habits on the job. Not only does XFuel measure your accomplishments within Xccelerate, but it also earns additional Ranking Score points toward 2020 MOE year-end rewards (1 XFuel = 0.25 Ranking Score). There are 10 different XFuel levels within Xccelerate.
- **More Missions:** Additional missions mean more opportunities to earn XFuel. Missions are shown on the home page of the app.

GETTING STARTED

Once you have launched Xccelerate from the GlobalConnect login page using your mobile phone, tablet or PC, you're ready to start completing missions, sending and receiving recognitions, tracking your MOE performance, and more. An app download or installation on your device is not required.

Be sure to select the "Add to Home Screen" tab to add a program icon on your device to make it easy to come back to the app later.

QUESTIONS?

Check out the FAQs under the Resources tab on the 2020 MOE program website.

For more information about the 2020 Mark of Excellence program, select the Mark of Excellence app on the GM GlobalConnect App Center.

► Thanks to Diana Sancya

Engine Oil Pressure Gauge Changes Based on Engine Needs

Engine lubrication on all 2019-2020 Silverado 1500 and Sierra 1500 trucks is supplied by a variable displacement oil pump. An oil control solenoid valve, controlled by the Engine Control Module (ECM), is mounted to the oil pump and varies engine oil pressure according to engine needs. As a result, the oil pressure may change quickly as the engine speed or load varies. Oil pressure may also vary with outside temperature and oil viscosity.



Engine oil pressure gauge

All of these factors play a role in the oil pressure displayed on the engine oil pressure gauge on the instrument cluster. In certain driving conditions, the oil pressure reading may drop or change quickly, which is part of normal engine operation. Some customers may question engine operation if the gauge shows more fluctuation and lower standard operating pressure than on previous models.

Any engine conditions that are outside of the normal operating range and require service will be indicated by a message on the Driver Information Center (DIC). A DTC may set and the oil pressure warning light may or may not illuminate, depending on the engine condition. If a DIC message is not displayed, the engine and the oil pressure gauge are operating as designed and no repairs should be attempted.

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EL-50332 EV Battery and Depowering Tool Update

A software update for the EL-50332 EV/HEV Battery Service and Depowering Tool is now available through the Special Tools and Software Updates link in GM GlobalConnect.

The software update (EL-50332-SWV9) addresses how the EV Battery Depowering Tool's internal 10-hour time interrupts the balancing process after replacing a battery section. The current tool automatically interrupts the balancing process at 10 hours, which may cause lost time for balancing procedures during some repairs. As part of the software update, the internal 10-hour timer now shows on-screen continuation instructions, helping to reduce unnecessary interruptions to longer balancing procedures.

In addition, the software update contains all previously introduced relevant updates for the EV Battery Depowering Tool.



SOFTWARE DOWNLOAD

The EL-50332-SWV9 software update is available at no charge for GM dealerships through the Special Tools and Software Updates link in the App Center within GM GlobalConnect (U.S. only). Select the link for EL-50332-SWV9 Battery Depowering Tool Software Update August 2020 and follow the instructions.

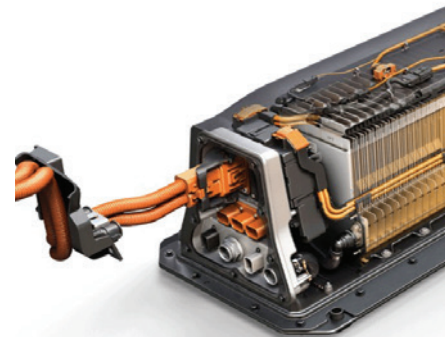
In Canada, the software is available for download through the Service Application selection of GM Special Tools & Equipment – Software Updates in GM GlobalConnect.



Tool update instructions are available on the GM Tools and Equipment website.

To update the EL-50332 tool when software updates are available, use the Update function found under the Utility menu on the tool. Complete tool update instructions are available on the GM Tools and Equipment website under the Support Documents link for the software download.

Refer to the Hybrid/EV Battery Cell Balancing procedure in the appropriate



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Engine Oil Pressure Gauge

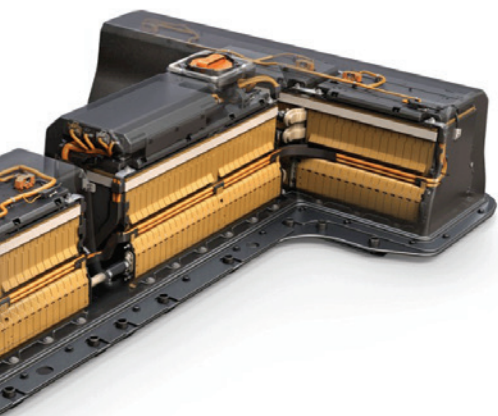
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Service Information for instructions on connecting the EL-50332 tool. If any codes appear when starting up the tool, check that:

- The USB memory stick is fully inserted into the tool.
- The machine has not been hooked up to the battery section until instructed to do so by the tool.
- The tool software is the latest version available.

For questions regarding the software update, contact Bosch Automotive Service Solutions Technical Support at 1-800-GM-TOOLS (1-800-468-6657).

► Thanks to Dan Clarkson

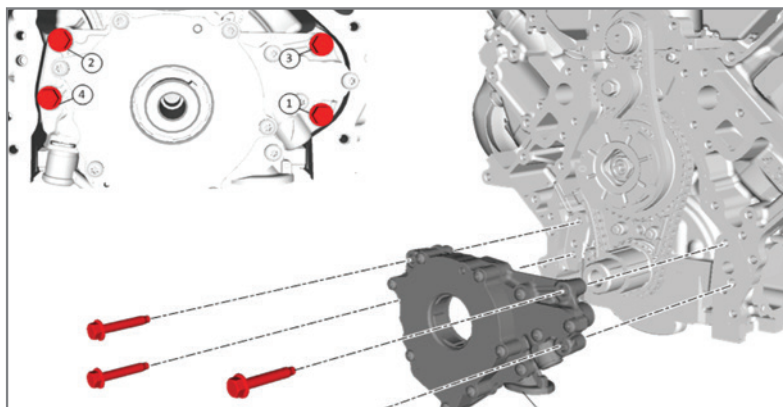


The engine oil level, recommended viscosity, and condition are critical to the correct operation of the system. Remind customers to check the engine oil level regularly and follow all scheduled maintenance.

VARIABLE OIL PRESSURE

The engine oil pressure control solenoid valve is used to control engine oil pressure inside the mechanical engine oil pump. The control module controls the commanded state of the solenoid valve based on the following inputs:

- Engine speed
- Calculated engine oil temperature
- Engine oil pressure
- Engine run time



Engine oil pump on V8 engines (RPO L82, L84, L87)

When the solenoid valve is commanded Off, oil pressure is higher. When the solenoid valve is commanded On, oil pressure is lower.

TIP: On the 2.7L engine (RPO L3B), oil pressure may be as low as 26-28 psi (179-193 kPa) under normal operating conditions at road speed. The oil pressure at this level is normal and is not associated with any engine durability issues. If the oil pressure is not correct for current conditions, as commanded from the ECM to the variable oil pump, a DIC message will be displayed.

► Thanks to David MacGillis



Take the 2020 Industry-wide Service Technician Satisfaction Survey Today

The 2020 Service Technician Satisfaction Survey is taking place now and technicians at all GM dealerships in the U.S. and Canada are encouraged to participate. GM and other automotive manufacturers co-sponsor the survey to collect feedback on service trends, satisfaction levels, dealership operational issues and the level of manufacturer's support.

Based on the results from the last survey in 2018, diagnostic times on over 1,100 labor operations were increased, Techline Connect and the Dealer Case Management system were launched, and select service management approval requirements were removed to reduce warranty paperwork. These were just a few of the items GM focused on, along with many others based on technician survey comments.

TAKE THE SURVEY TODAY

Access the survey now at gmtechsurvey.com. To complete the survey, you will need your 6-digit BAC Code. In Canada, access the survey at gmcanadatechsurvey.com.

A link to the survey also is available on the Service Information home page and the Center of Learning Gateway (U.S.).

The Service Technician Satisfaction Survey will be active until October 2, 2020.

The survey should take about 15 minutes to complete. If you don't have time to finish the survey once you've started, you can exit and finish it later by clicking the Save button and following the provided instructions.

All survey responses are strictly confidential and will not be shared with your dealership. You can also select to have your responses held anonymous to GM.

Your feedback is very important. Please take this opportunity to provide your opinions and suggestions about your experiences.

► Thanks to Diana Sancya and Patti Marino

Technician Survey - Survey Authentication

Please log in using your manufacturer's name from the drop down below (see announcement from your manufacturer for correct wording):

Manufacturer/Brand:
U.S. - GM

Dealer Code:
|

Next

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Go to gmtechsurvey.com to start the survey.

DTCs Set Due to Potential Engine Wiring Harness Conditions

Some 2019-2020 Silverado 1500 and Sierra 1500 models equipped with the 2.7L engine (RPO L3B) may have DTCs P06DA (Engine Oil Pressure Control Solenoid Valve Control Circuit), P06DB (Engine Oil Pressure Control Solenoid Valve Control Circuit Low Voltage), and P06DD (Engine Oil Pressure Control Solenoid Valve Performance) set in the Engine Control Module (ECM). The DTCs may be set due to several potential engine wiring harness conditions, including the wiring harness coming in contact with underhood components.

For additional information regarding possible engine harness routing conditions, refer to #PIT5677C.

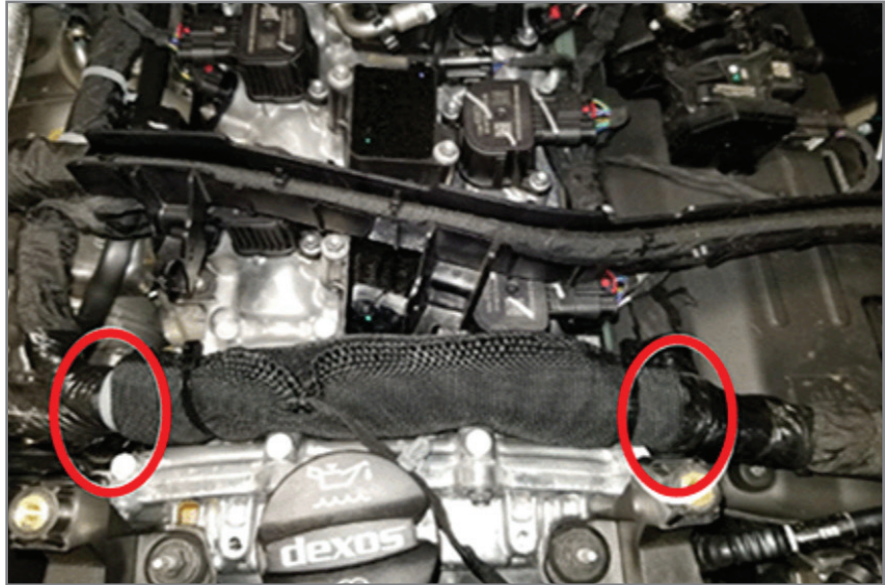
If the DTCs or other related codes are set, following the diagnostic procedures in the appropriate Service Information for each DTC.

TIP: Do not replace the Engine Oil Control

Solenoid Valve unless instructed to do so in the Service Information diagnostic procedures. Oil Control Solenoid Valves that have been returned under warranty have been tested and inspected with no trouble found.

In addition, perform a pin drag test using the appropriate test terminals as well as validate the Oil Pressure Control Solenoid Valve wiring harness for potential opens or shorts.

► Thanks to Robert Halas



Possible engine harness routing issue

TECH LINK

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