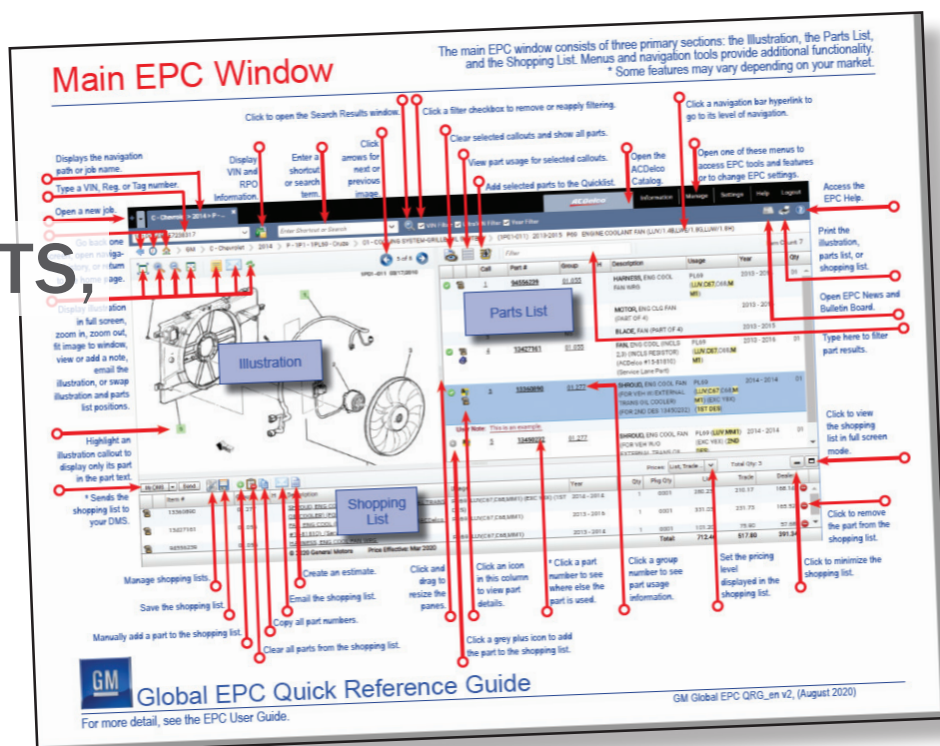


October 2020, Volume 22, No. 19

New GM Global Electronic Parts Catalog Release

OFFERS MULTIPLE ENHANCEMENTS, SEARCH FUNCTIONS



New Rear Seat Media System Offers a Choice of Options

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3rd-Row Headrest Service Kit

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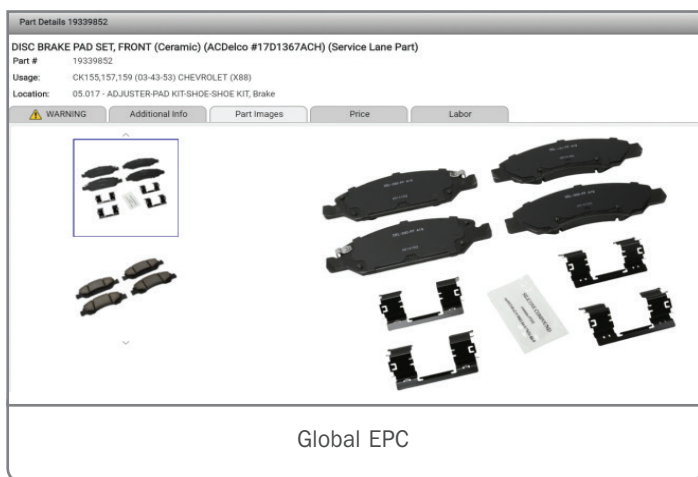
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New GM Global Electronic Parts Catalog Release

OFFERS MULTIPLE ENHANCEMENTS, SEARCH FUNCTIONS

Parts Catalog (EPC) will be released on October 17, 2020 with a number of enhanced features and functionality. The Q.link™-supported Global EPC will be updated with the DVD/USB's shipment on December 3, 2020.



Global EPC

The updated GM Global EPC will run on the advanced HTML5 platform, rather than the older Flash platform, which will be disabled later this year. The HTML5 platform delivers improved stability, helping to deliver an increase in the levels of up time and performance.

NEW LINK

With the update, a new GM Global EPC link will appear in your GlobalConnect Parts Workbench with a new look that is easier to find.



Current EPC link and new EPC link in Parts Workbench

If the GM Global EPC link is not found on your workbench, contact your Partner Security Coordinator to make sure you can access the new EPC. The current Next Generation EPC will be removed from GlobalConnect on November 6, 2020.

SUPPORTED OS

The new Global EPC is supported on browsers running on PCs with a Windows 10 operating system. The Global EPC will not function on PCs running on Windows 7 or lower. Be sure that the all dealership PCs are compliant with the latest GM Dealer Infrastructure Guidelines.

NEW EPC FEATURES

The new Global EPC has several new features based on dealership feedback that are designed to make searches easier and more convenient.











Saving Jobs – A job can now be saved directly by clicking an icon on the Jobs list.

ACDelco All Makes Catalog – The ACDelco All Makes Catalog is available by clicking the anchored tab that appears on the menu. The catalog is always available.

Part Images – Support for part images is now available for both the web and locally installed versions of the GM Global EPC.

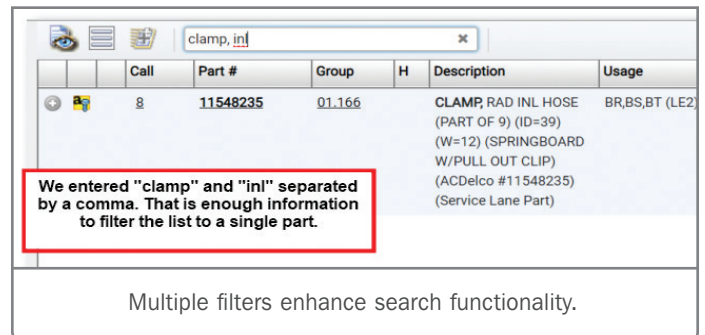
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Part #	H	Description
  19339848		DISC BRAKE PAD SET, FRONT (Cer
  19339852		DISC BRAKE PAD SET, FRONT (Cer
  19389628		DISC BRAKE PAD SET, FRONT (Cer
  19365993		DISC BRAKE PAD SET, FRONT (Cer

Click a camera button to view a

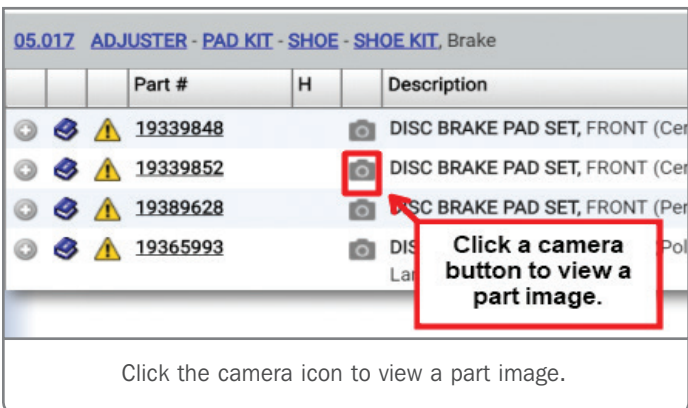


A camera icon appears next to a part when an image is available. Simply click the icon for quick access to enhanced images and all linked parts information.



The software should be downloaded and installed in advance of the Global EPC release. The link for the software update can be found in the September 30, 2020 GM GlobalConnect message "Electronic Parts Catalog – New Global EPC Release."

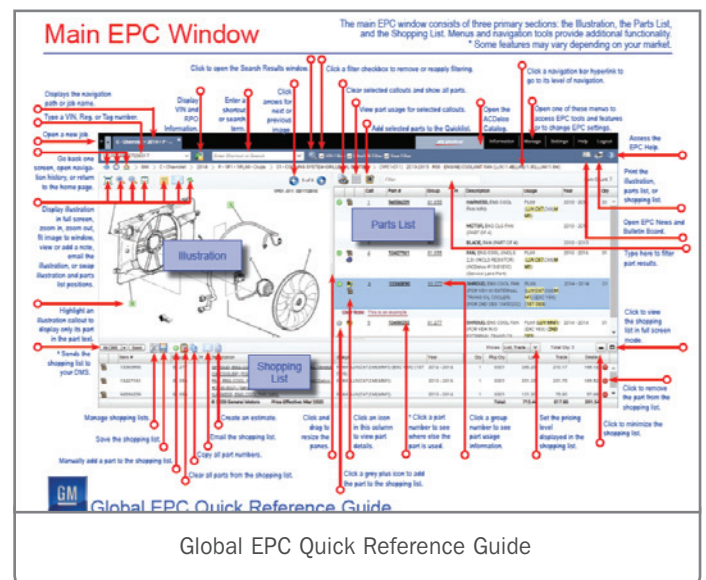
For more information about the GM Global EPC, review the Quick Reference Guide or contact Snap-on support at 1-888-994-6372.



Multiple Part Filters – Enter multiple filters in the Filters field, located above the part text, to narrow search results. Enter as many filters as needed, separated by a comma. For example, entering "clamp" and "inl" provides enough information to filter results for a radiator inlet hose clamp.

UPDATE YOUR SOFTWARE BEFORE THE RELEASE

The GM Global EPC requires installation of new software on dealership computers. The software will need to be downloaded and installed for each computer that accesses the EPC.



► Thanks to Mary Daly



New Rear Seat Media System

Offers a Choice of HD Entertainment, Headphone Options

The Rear Seat Media system available in the new 2021 Tahoe, Suburban, Yukon, and Escalade offers high-definition entertainment using two touchscreen displays and two infrared headsets. Rear seat passengers can play video and audio from several sources as well as search for navigation destinations and send them to the front infotainment display on the instrument panel.

The Rear Seat Media system screens – Display 1 is mounted on the back of the front passenger seat and Display 2 is mounted on the back of the driver's seat – turn on when the driver's door is opened and closed. Each screen also can be turned on with a double-tap anywhere on the screen. The screens also are adjustable and can be rotated 15 degrees up or down.

TIP: The Rear Seat Media power status can be changed in the Settings menu on the infotainment screen. Go to Settings > Rear Seat Media > Remember Screen Power Status. If the screens do not turn on when entering the vehicle, check the power status setting.

Display 1 is a smart device and is connected to the infotainment system via Ethernet. Display 1 is connected to Display 2 and the rear consumer port, which includes USB, HDMI, and Miracast inputs, via a low-voltage differential signal cable. Rear Seat Media

content is controlled entirely by touchscreen inputs from either the front infotainment screen or the rear screens. There is not a remote control or any external buttons.

DRIVER CONTROLS

The system can be launched by selecting the Rear Media app on the front infotainment screen.



Rear Media app icon on the front infotainment screen

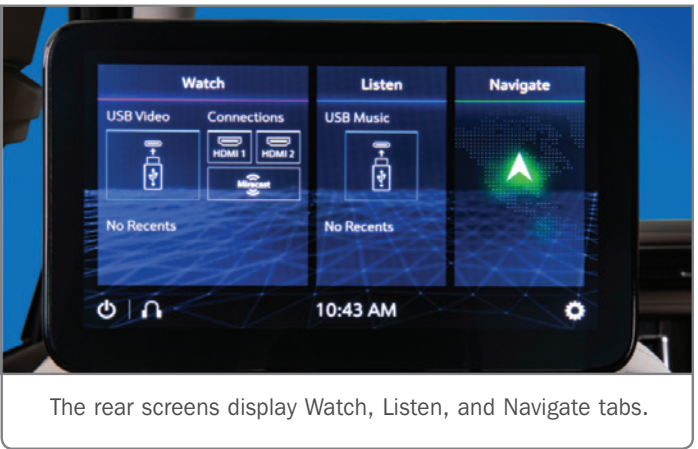
CONTINUED ON PAGE 5

From the app, the rear screens can be powered on/off, the volume can be muted, and the screens can be locked. Media also can be selected to play on either screen. The app will display a static graphic of the media playing on the rear screen. Audio that rear seat passengers are listening to through the rear screens also can be played through the vehicle speakers.



WATCH, LISTEN, AND NAVIGATION OPTIONS

The rear screens display three tabs on startup: Watch, Listen, and Navigation. There also is a status bar along the bottom of the screen.



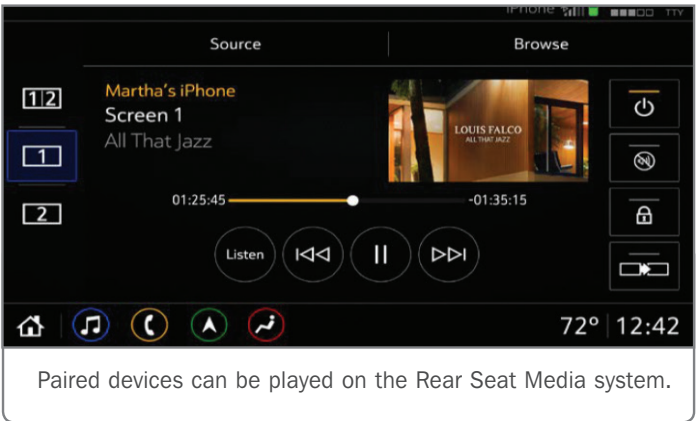
Rear Seat Media can play video using several different sources. These sources include a device connected to one of the two

HDMI ports located on the back of the center console. Video also can be played through Wi-Fi Certified Miracast over a Wi-Fi Connection from an Android device. Miracast will only support one device at a time. Apple does not support the Miracast standard.

In addition, video as well as audio can be played through USB storage devices or USB media players. Two USB-C ports are located on the back of the center console.

Once a device is connected, select Watch on a rear screen to play video. From the front seat, content can be shared from one screen to the other by selecting the Share button under the Watch tab. The buttons show two screens connected by an arrow.

To play audio on the rear screen, select Listen. The tab will display all connected audio devices.

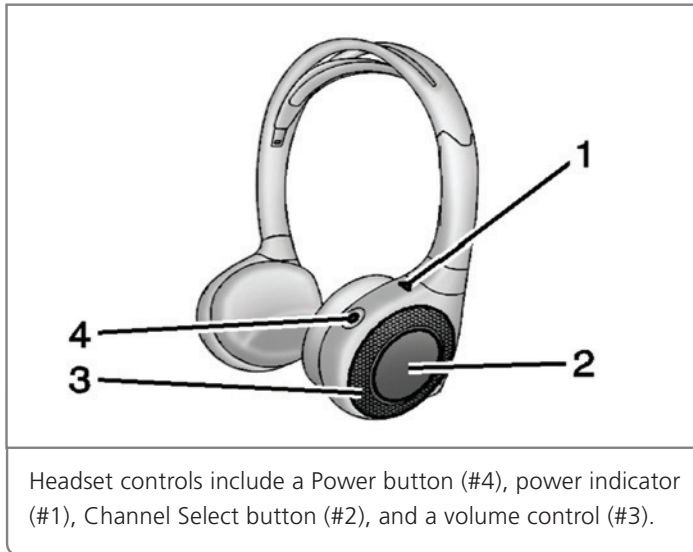


To share video and audio content between rear screens from the rear seat, swipe toward the other screen or press the Share button. A share request will pop up on the other screen.

NAVIGATION SUGGESTIONS

Rear seat passenger can use the Rear Seat Media system to search for and suggest destinations to the driver by selecting the Navigation tab. Once a destination is found, tap Go on the rear screen to send it to the front screen. On the front infotainment screen, the suggested destination can be accepted or denied. If accepted, the route and ETA (estimated time of arrival) can be viewed on the rear screen.

New Rear Seat Media System



CONNECTING THE HEADSETS

The infrared headsets included with the system use AAA batteries (provided) and are automatically connected to the Rear Seat Media screens. The headsets receive audio signals from the infrared transmitter located at the top of the passenger's side (right) seatback screen.

To turn on the infrared headsets, press the Power button located on the right side of the headset ear pad. An illuminated power light indicates the headset is on. If the power light flashes, the headset may not be in range of the Rear Seat Media transmitter. Move the headset closer to the screen until the light stops flashing to establish a connection. The rotary control is used to control the volume level on the headset.

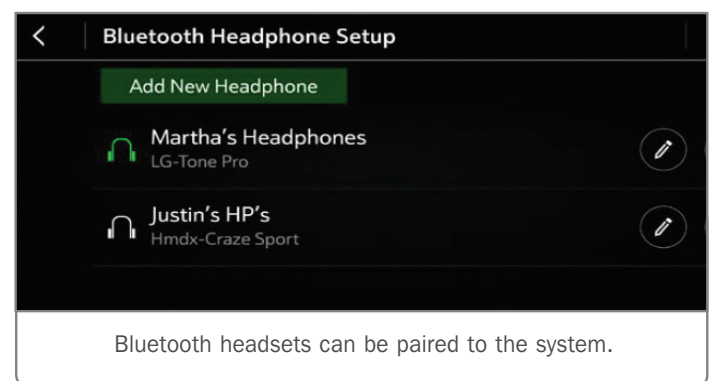
To switch audio playback between the rear screens, press the large Channel Select button on the right ear pad. If the audio heard in the headset does not match the content playing on the screen, check that the correct channel is selected on the headset.

The infrared headsets turn off automatically after about four minutes if the infrared signal from the system is lost, such as when the Rear Seat Media system turns off or the signal is out of range. Turn off the headsets when not in use to preserve battery life.

TIP: Newer mobile phones and tablets emit infrared light for features like face and iris detection, which may interfere with infrared headset operation. If the headsets experience static or dropouts, place any mobile devices away from the Rear Seat Media screens.

Rear Seat Media also supports connections for up to nine headsets via Bluetooth per screen.

If customers would like to use their own Bluetooth headsets, they can be paired to the Rear Seat Media system. If customers are not able to pair their Bluetooth headsets, following these instructions:



1. Press the Headphone icon on the Rear Seat Media Home page.
2. Select Add New Headphones.
3. Set the Bluetooth headset to pairing mode. If the headset is already paired with another device, such as a smartphone, it may be necessary to disconnect the headset from that device before connecting to the Rear Seat Media system.
4. The headset will be displayed on the list of Available Headphones on the Rear Seat Media screen. Select the desired headset.
5. Once connection is complete, a "Pairing Successful" pop-up will be displayed. Press OK.
6. The headset also can be named, if desired.
7. Additional headsets can also be paired, or press Done to use the paired headset to listen to media.

► Thanks to Jeremy Richardson



Potential Oil Leak from Camshaft Carrier Gasket

A potential oil leak from the camshaft carrier gasket may be found on some 2019 CT6; 2019-2021 XT4; 2020-2021 Acadia, Blazer, CT4, CT5, XT5 and XT6 models equipped with the 2.0L 4-cylinder engine (RPO LSY). On these engines, there may be an improper amount of sealer applied to the recommended areas of the camshaft carrier gasket T-joint area.

Look for an engine oil leak from the front of the engine. Refer to the appropriate Service Information for additional information on oil leak diagnosis.

If an oil leak is suspected, remove all residual oil from the front of the engine, add oil dye and allow the engine to run until a leak is observed.

Use a black light to highlight the oil dye. Once a leak is confirmed, inspect the front of the engine camshaft carrier T-joint area.

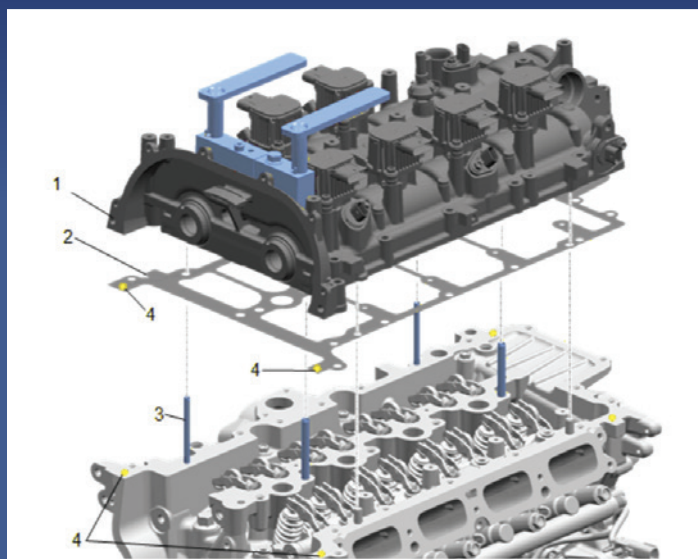
If the oil leak is isolated to the camshaft carrier T-joint area, reseal the camshaft carrier assembly.

Apply a 5 mm (0.2 in.) bead of RTV at the top and bottom of the new camshaft cover gasket to fill the T-joint.

► Thanks to Robert Halas



Use a black light to highlight the oil dye.



Cam carrier assembly



Engine cam carrier T-joint area

3rd-Row Headrest Service Kit

After cycling a 3rd-row seat to the up position on some 2021 Tahoe, Suburban and Yukon model, the headrest may not return to or stay in the upright position. In some cases, if excessive force is used to move the headrest, it may stay in the upright position.

The headrest may not stay in the upright position due to the locking mechanism not engaging inside the headrest. To correct the condition, a headrest service kit is available from the Warranty Parts Center (WPC).

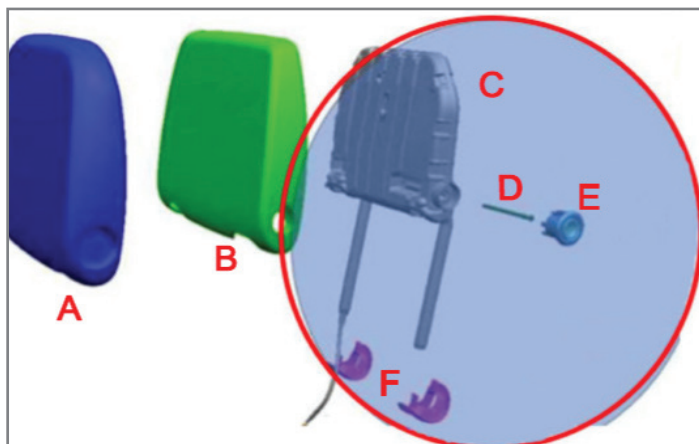
To order the kit, submit a TSP Dealer Request Form. The form is available at Global Connect > Service Department > Service Forms Application > General Information tab > TSP Dealer Request Form. Order two kits in order to replace both 3rd-row headrests at the same time, even if there is only an issue with one of the headrest.

The headrest service kit includes the headrest core, pin, button, and bezels. The headrest trim cover and foam are reused from the original headrest.

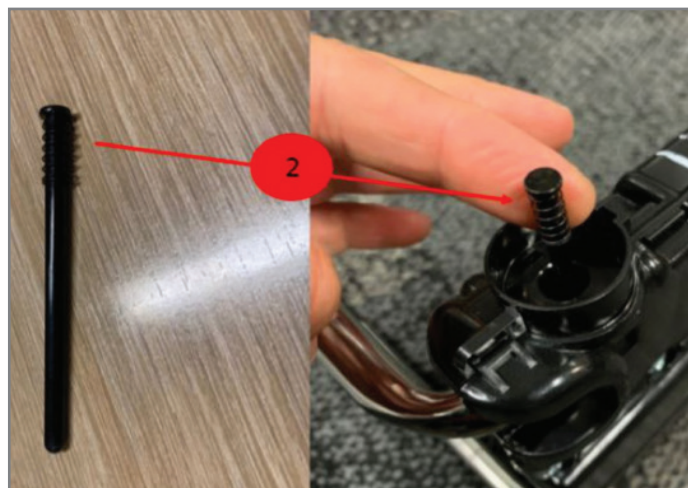
The service procedure includes inserting the new pin from the service kit and installing the new button assembly key on the new headrest core. Complete instructions for assembling the headrest service kit are covered in #PIT5773A.

Also refer to #PIT5773A for service kit part numbers as well as additional information.

► Thanks to Jim Will



The headrest service kit includes the headrest core (C), pin (D), button (E), and bezels (F). The headrest trim cover (A) and foam (B) are reused.



Insert the new pin into the headrest core.

PARTICULATE MATTER SENSOR

Protection Tube Performance Diagnostic Setting False DTC



Leaking joint



Replace the clamp if bottomed out.

The particulate matter sensor protection tube performance diagnostic may set a false DTC P1488 (Particulate Matter Sensor Temperature Circuit High Voltage) on some 2020 Silverado and Sierra trucks equipped with the 3.0L Duramax diesel engine (RPO LM2). The Check Engine MIL also may be illuminated.

If the vehicle has DTC P1488 set, check if the particulate matter sensor is loose in the exhaust pipe. If the particulate matter sensor is loose, follow the diagnostics in the appropriate Service Information.

If the particulate matter sensor is properly torqued and DTC P1488 is set, test the exhaust for leaks using the GE-52250 Power Smoke Diagnostic Leak Detector. Since the sealing bladder cannot be installed in the tailpipe upstream of the exhaust cooler, it's recommended to use Duct tape to seal the cooler.

Repair any leaks as needed and replace the particulate matter sensor.

If the joint shown is leaking, the clamp may have bottomed out before sufficient clamp load was applied to the joint. The clamp should be replaced if this condition exists.

Refer to #PIP5748A for additional information.

► Thanks to Robert Bastien

Green, Pixelated Night Vision Screen

Some 2020-2021 XT5 and XT6 models equipped with Night Vision (RPO UV3) may show a green, pixelated display in the Driver Information Center when Night Vision is selected.

send a message to the Active Safety Control Module if a warning or alert is required. Warnings and alerts are posted on the instrument cluster or Head-Up Display.



Night Vision display

There are two LVDS/USB connectors on the back of the instrument cluster. The gray connector is an output going to the Head-Up Display. The black connector is the input from the Night Vision Camera Control Module.

The Night Vision Camera Control Module sends the processed image output directly to the instrument cluster via a dedicated cable. The Active Safety Control Module communicates via serial data to the night Vision Camera Control Module from the BCM and Motion Sensor Manager, which the Night Vision Camera Control Module uses to turn on if the conditions are correct (ambient light and temperature), and perform detections (vehicle path and speed). The Night Vision Camera Control Module will



Green, pixelated Night Vision screen

All the video signal circuits are twisted and shielded to prevent any interference that may lead to a loss of video signal resolution and cause a degraded video image. These circuits must not be spliced/removed from shielding or will cause image degradation.

If a green, pixelated screen is shown, inspect the back of the instrument cluster to determine if the black LVDS/USB connector is seated correctly. If the connector is not connected, check the cluster IP harness and install the connector, making sure it is fully seated.

► Thanks to Paul Radzwilowicz

Loose Turbocharger Actuator Bolts

Some 2020-2021 Silverado and Sierra models equipped with the 3.0L turbocharged Duramax diesel engine (RPO LM2) may exhibit a lack of performance along with DTCs P003A (Turbocharger Boost Control Position Exceeded Learning Limit), P0046 (Turbocharger Boost Control Position Performance), P0299 (Engine Underboost) and/or P0234 (Engine Overboost). If these conditions are found, check for loose bolts on the turbocharger actuator.

If any of the three actuator bolts are not fully seated, the threads may be damaged and the turbocharger should be replaced. The actuator is not available as a service part.

If all of the bolts are fully seated, continued with the diagnostics outlined in the appropriate Service Information.

► Thanks to Robert Bastien



Turbocharger actuator bolts



Actuator bolts

TECH LINK

GM TechLink is published for all GM retail technicians and service consultants to provide timely information to help increase knowledge about GM products and improve the performance of the service department.

Publisher:
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