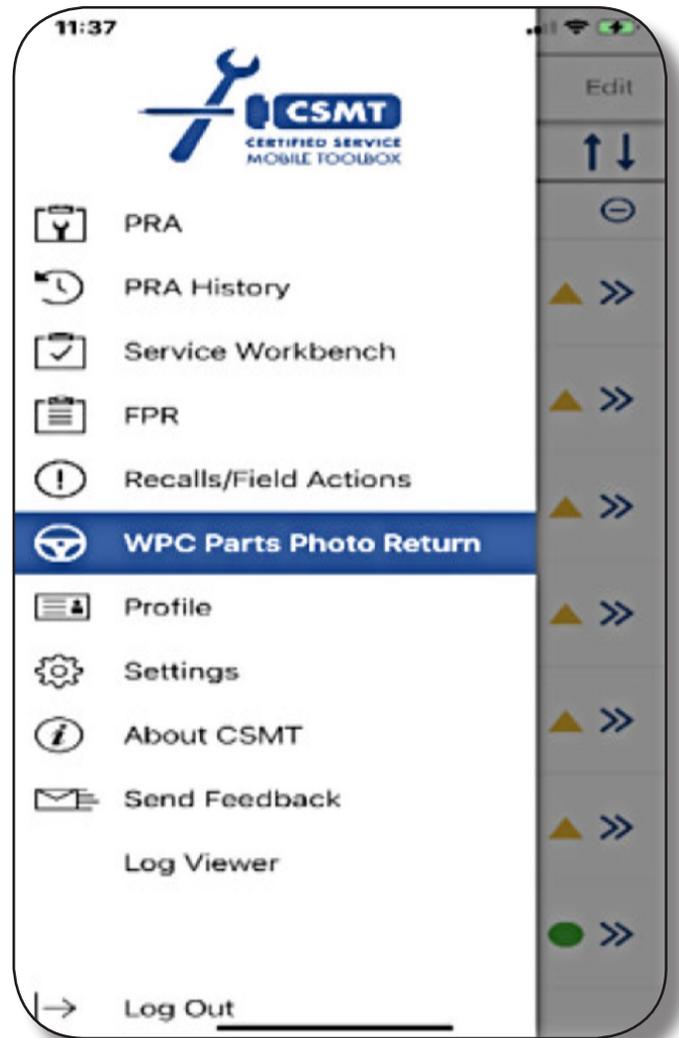


New Warranty Parts Center Part Photo Return Process

CAN SAVE TIME, REDUCE COSTS



How to Maximize
Rewards in the New
Technician Excellence
Program

see page 4



Displaying the
Odometer and Engine
Hour Values

see page 8

*New Warranty Parts Center
Part Photo Return Process
Can Save Time, Reduce Costs 2*

*Possible Condensation in
Crankcase Pressure
Sensor Assembly. 5*

*Service 4WD Message with
DTC C119E. 6*

*Report 2022 HUMMER EV
Concerns to the TAC
Action Center. 7*

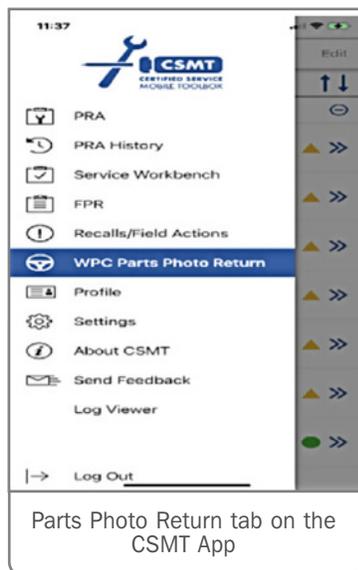
New Warranty Parts Center Part Photo Return Process

CAN SAVE TIME, REDUCE COSTS

The GM Warranty Parts Center (WPC) has introduced a new part photo return process for parts replaced under warranty (U.S. only). The new process can help reduce the cost and time it takes to provide information about a part to GM engineering and, in turn, help provide a faster response to dealerships about returning or scrapping parts replaced under warranty.

The WPC process is used to obtain parts in order to better understand and help resolve product issues. The focus is to improve product quality with fast issue identification, root cause determination, correction and containment. The returned parts are analyzed to determine the root cause of the issue.

GM estimates that 25–33 percent of all causal parts — the part that caused the problem — can be observed and understood through pictures. With this in mind, the GM Parts Photo Return process will allow GM dealers (a designated dealership employee/representative) to take photos of the part via a new tool on the Certified Service Mobile Toolbox (CSMT) App. The part photos and related information can then be sent to the Global Warranty Management (GWM) system for review.



Key GM stakeholders, including Brand Quality, Engineering, Suppliers, Production Plant, Assembly Plant, and Quality Management Personnel, will analyze the part photos as they do with all returned parts replaced under warranty. If the photos contain the required information the requestor (GM stakeholder) is looking for, the dealership will be notified to scrap the part locally. If the photos are not sufficient to close out the request,

the requestor will ask the dealership to ship the physical part back through the normal part return process.

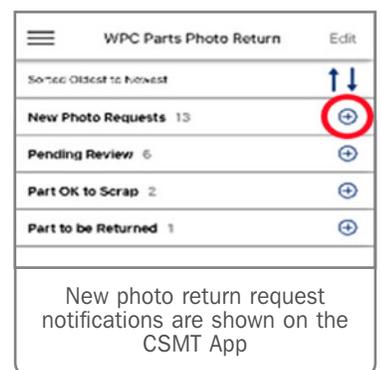
TIP: For complete details about returning parts through the WPC Parts Return Program, refer to the latest version of Bulletin #99-00-89-019.

Keep in mind that a part photo return is different from a Pre-Repair Authorization (PRA). A PRA is a submission for an authorization request prior to replacing certain components, while the new GM Parts Photo Return process is a reactive process for parts already replaced by dealerships and being held for the required retention period before scrapping.

PARTS PHOTO RETURN PROCESS

Here are the fundamental steps of the new process at the dealership.

1. GM requestor completes WPC Part Return – Pictures Request
2. The project is approved and is now waiting in the system for a dealership to submit a claim that meets the criteria of the project.
3. Dealerships will receive a notification in GWM and the CSMT App that there is a new photo return request waiting in the app (just as with monitoring GWM for notifications for physical part returns). The dealership also can monitor current or past photo returns.
4. Dealership locates causal part from parts inventory.
5. Dealership uses the CSMT App – WPC Parts Photo Return tool to complete and submit the request. Dealerships will have 10 calendar days to complete the request.
6. Claim submission is sent back to the GM requestor.



CONTINUED ON PAGE 3

7. GM requestor reviews photos submitted by the dealership within 5 days. After review, the requestor has three options:
- A. Decides that there is enough part issue information from the photos to close out the request. The dealership will receive notification to scrap the part correctly. In the app, the transaction will update under the "OK to Scrap" header.
 - B. Decides that the physical part must be returned for further investigation. The dealership will receive notification to return the part following the current WPC Part Return Process. A new part return request will appear in GWM. In the app, the transaction will update under the "Part Return Required" header.
 - C. Does not review photos within 5 days. The dealership will receive notification to scrap the part correctly. In the app, the transaction will update under the "OK to Scrap" header.
8. The dealership will monitor the CSMT App for updates to each transaction and will receive notification to follow one of the above actions once the review is complete.

REQUIRED PHOTOS

The success of the GM Part Photo Return Process, including its potential time savings and reduced shipping costs, depends on the photos of the parts. If the photos are not of substantial quality, the entire part photo return submission will not be effective and the part will have to be shipped to the WPC for further inspection. It is critical that GM dealers do their absolute best to clearly describe and photograph the area of concern on the causal part.

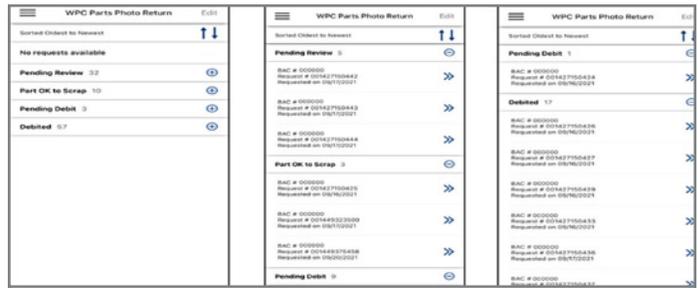
Using the camera tool in the CSMT App, submissions must include at least three photos:

- A photo of entire causal part, pointing to the area of concern.
- A close-up photo of the area of concern on the causal part.
- A photo of each/any part labeling on the causal part. If there is not any part labeling on the causal part, take another detailed photo of the causal part and write in the comments section of the request that there is not any part labeling.



Use the CSMT App to upload photos, video and comments.

In addition to the three required photos, up to three additional photos and a 15-second video can be included with the submission along with any comments that may help explain the issue with the part. A photo of the job card (repair order) is not required.



The CSMT App shows the status of Part Photo Return requests.

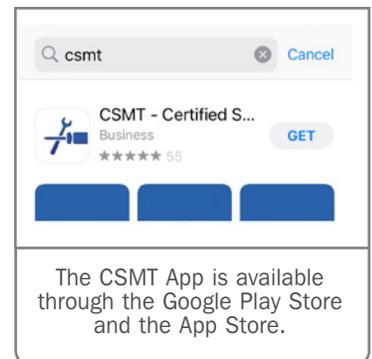
MONITORING REQUESTS

By monitoring current and past part photo requests within the CSMT App as well as in GWM, dealerships can learn when parts can be scrapped or which parts may have to be shipped to the WPC according to the review decision.

The CSMT App shows all part photo return requests and their current status. Expand each header to view individual requests.

CSMT APP

Dealerships that are not already using the free CSMT App can find it on the Google Play Store (Android devices) and the App Store (Apple devices). Please note that with the large variety of phones and operating systems, not all functionality will appear/operate the same on all devices.



The CSMT App is available through the Google Play Store and the App Store.

After downloading and installing the CSMT App on your device, you will be asked to use your GlobalConnect ID and password to log in. Once logged in, you will need to complete your profile.

For technical support for the CSMT App (U.S.), reach out to the GlobalConnect Helpdesk at 888-337-1010, prompt 1, sub prompt 2.

For complete information on the Part Photo Return Process, refer to Bulletin #22-NA-018.

▶ Thanks to Ray Romeo and Scott Fricker

How to Maximize Rewards in the New Technician Excellence Program

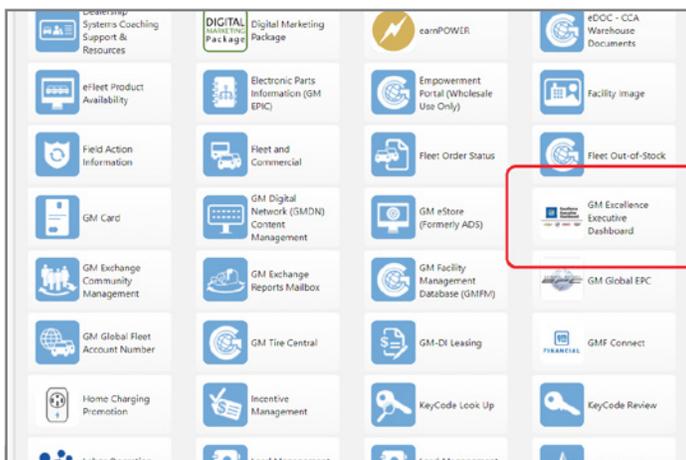


In the new Technician Excellence Program (U.S.), enrolled GM dealership service technicians can earn quarterly earnPOWER points based on their certifications across 11 service categories. Technicians are recognized for achieving Gold Certification, Master Technician Certification (MTC), or World Class Technician (WCT) status, as well as meeting other required training and service criteria.

The more certifications technicians obtain, the more points they can earn. Here are a few tips to help achieve the maximum rewards.

STAY ON TRACK

Service technicians enrolled in the Technician Excellence Program by their dealership received a confirmation email from Program Headquarters. Use the GM Excellence Executive Dashboard found in the GlobalConnect App Center to monitor your progress toward achieving Gold, MTC and WCT Certifications.



Use the GM Excellence Executive Dashboard found in the GlobalConnect App Center to monitor your progress in the program.

The Dashboard includes technicians' progress and earning potential for each certification as well as indicates if they've met the qualifiers of the minimum 25 RO count and 100% completion in Emerging Issues and Fundamentals.

TRAINING FUNDAMENTALS

Fundamentals must be at 100% by the end of the quarter (March 31). By design, all Fundamentals courses are web- or video-based and can be completed in-house. They are an important first step in each technician's training plan and are required for any technician to reach Gold Certification.

Technicians can view their training progress toward certification, including which required courses are still to be completed, on the Center of Learning website.

EMERGING ISSUES

Emerging Issues Seminars must be at 100% at the end of the quarter, which will mean that course credit has been applied for viewing the following Emerging Issues Seminars:

10221.11V – November 2021 EI

10221.12V – December 2021 EI

10222.01V – January 2022 EI

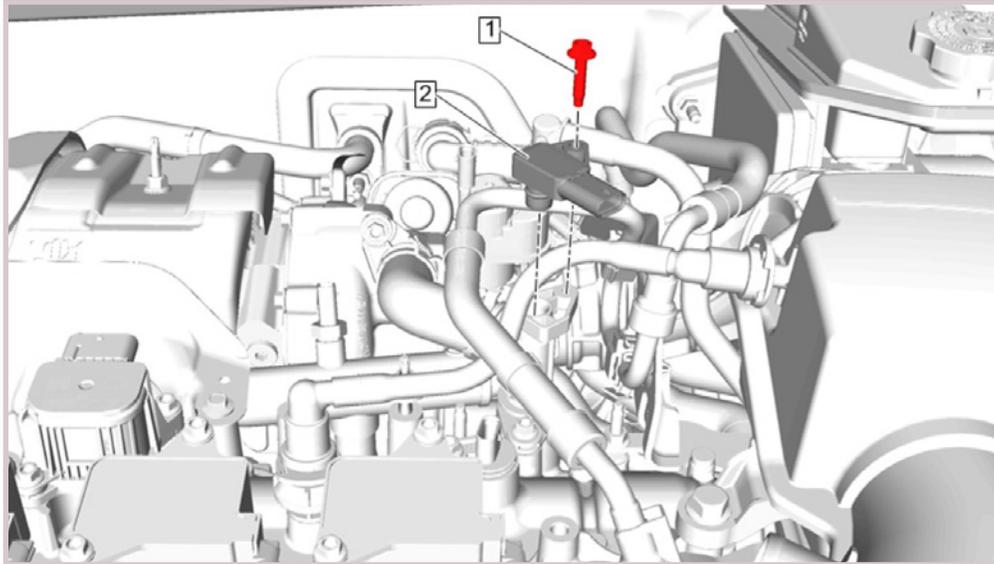
ASE CERTIFICATION

If any ASE Certification or Renewal is required to achieve/maintain Gold Certification, it must be completed by March 31, 2022. Use the myASE Renewal App, or go to www.ASE.com/GM to find available dates and times for an ASE Certification test if needed.

CHECK YOUR TRAINING STATUS

A technician may show MTC or WCT status, but they may not be up to date on Fundamentals, Emerging Issues, and/or ASE

Possible Condensation in Crankcase Pressure Sensor Assembly



There may be possible moisture or condensation freezing in the crankcase pressure sensor assembly on some 2019 CT6; 2019-2022 XT4; 2020-2022 CT4, CT5, XT5, XT6, Blazer, Acadia; and 2021-2022 Envision models equipped with the 2.0L engine (RPO LSY). As a result, DTC P04FB (Crankcase Ventilation Hose Connection Pressure Sensor Performance) may be set.

If DTC P04FB is setting in temperatures below freezing, follow the published diagnostics in the appropriate Service Information.

If a root cause cannot be determined, check the PCV/crankcase pressure sensor assembly. Remove the PCV/crankcase pressure sensor and hose assembly and inspect it for any frozen moisture or condensation.

If frozen moisture is present, allow the crankcase pressure sensor and hose assembly to thaw out and the moisture to drain. Next, using a combination of light compressed air and a shop towel, remove any residual condensation/moisture. Once completed, clear any remaining DTCs using GDS and evaluate the condition.

► Thanks to Robert Halas

certifications. It is recommended to validate your status on the Center of Learning for these areas throughout the year.

CREATE AN EARPOWER ACCOUNT

Current records indicate there are still a few technicians who have not yet created an earnPOWER account. Technicians should click on the earnPOWER app in GlobalConnect and establish an account as soon as possible.

MY GM REWARDS

For WCT technicians and technicians working toward WCT Certification, a My GM Rewards account also must be established

to allow Program Headquarters to be able to provide the additional exclusive rewards. Technicians can enroll today at the My GM Rewards program site. Once created, the technician's My GM Rewards account information will be automatically connected with the Technician Excellence Program as long as the My GM Rewards account email matches the GlobalConnect Profile email. Refer to the program guidelines for complete details.

For additional information about the Technician Excellence Program as well as training opportunities in your dealership, talk with your dealership service manager.

► Thanks to Patti Marino

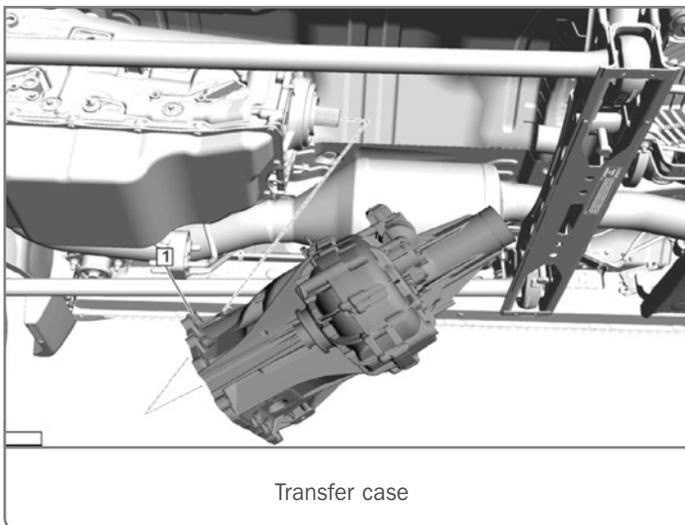
Service 4WD Message with DTC C119E

Some four-wheel drive 2020-2022 Silverado 2500HD/3500HD and Sierra 2500HD/3500HD trucks equipped with the 10-speed automatic transmission (RPO MGM, MGU) and transfer case MP 3023/2024 (RPO NQH) may have a Service 4WD message displayed on the Driver Information Center (DIC). DTC C119E symptom 5A (Range Actuator System Performance) also be may be set in the Transfer Case Control Module (TCCM).

If unable to duplicate these conditions, which may not reset on a test drive, and there are not any other transfer case-related DTCs set, ask the customer if the DIC message displayed after an ABS event while in 4WD HI. If the customer does not know, drive the vehicle in 4WD HI in conditions where an ABS activation can be duplicated safely in order to try to repeat the condition. It may take several ABS events to reproduce the condition.

If the condition can be duplicated, use GDS to look at the transfer case data – under the Engineering Data 3 list – and record the transfer case clutch high value and low value on the repair order.

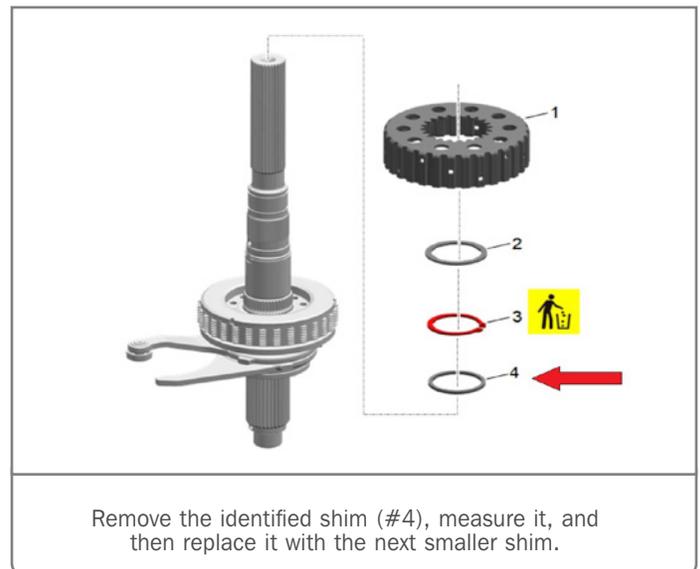
If the transfer case clutch high value is above 5 degrees, follow the diagnostic information in the appropriate Service Information.



If the transfer case clutch high value is below 5 degrees, remove the transfer case in order to replace a clutch shim. Refer to Transfer Case Assembly Replacement (with MGM, MGU Automatic Transmission) in the appropriate Service Information.

TIP: Disassemble the transfer case using the appropriate procedure to gain access to the clutch pack assembly. Do not take apart the clutch pack assembly any farther than needed to access the necessary shim.

After removing the four-wheel-drive clutch housing (#1), front output shaft driven sprocket spacer (#2) and two/four-wheel-drive clutch retaining ring (#3), remove the four-wheel drive clutch shim (#4, identified below), measure it, and then replace it with the



next smaller shim. For example, a removed shim that is 4.8 mm should be replaced with a 4.6 mm shim. Do not use the tool listed in the service document in Service Information to measure the clutch pack shim for this repair.

After installing the smaller shim, reassemble and reinstall the transfer case. Perform the Transfer Case Range Actuator Learn procedure and then verify the high clutch value. Under the Engineering Data 3 list, the high clutch value should increase by 10–12*.

► Thanks to Steve Schipansky



Report 2022 HUMMER EV Concerns to the TAC Action Center

The GM Technical Assistance Center, or TAC, (U.S.) has established an Action Center for the all-new 2022 HUMMER EV.

TAC Action Centers are designed to gather early product feedback and provide support for the introduction of new GM models. Dealership service departments are asked to report all vehicle issues that require immediate attention, not just concerns that require technical assistance. The goal is to develop a quick resolution to any product concerns, such as fit and finish, performance, and operation, as well as to address customer expectations of the vehicle.

The TAC Action Center for the HUMMER EV has a direct connection to GM Engineering, Brand Quality and the Factory Zero assembly plant, which offer combined resources to immediately address product concerns seen in the dealership.

CONTACTING THE TAC ACTION CENTER

If any concerns are encountered with a new HUMMER EV in your dealership, create a TAC case using the Dealer Case Management (DCM) system. Refer to the latest version of Bulletin #08-00-89-014 for more information on using the DCM system.

Once a case has been submitted, your concern will be escalated to a HUMMER EV specialist who will call the dealership to provide diagnostic direction and support. After a case has been started, feel free to contact the TAC if any additional support is needed.

Service department personnel are encouraged to report all product concerns and provide GDS session logs and digital photos

of a concern when possible. Photos are extremely important to show engineering where the concern is located.

In addition, it's imperative to follow up on an action center case, even if it's as simple as a "cannot duplicate" concern or waiting for parts. All case information is reviewed daily and used by GM to resolve launch issues as quickly as possible.

PART RESTRICTIONS

All HUMMER EV unique parts have been placed on TAC restriction to help understand part failures, which will drive faster root cause analysis. TAC will help with replacement part identification as necessary as well as provide support with SPAC cases on both common and unique HUMMER EV parts.

The following TAC Part Restriction PI's are available to aid in part restriction processing:

- PIT5857: 2022 GMC HUMMER EV TAC Restriction Battery Pack
- PIT5858: 2022 GMC HUMMER EV TAC Restriction Unique Parts
- PIT5859: 2022 GMC HUMMER EV TAC Restriction ESC Parts

For more information on the 2022 HUMMER EV as well as additional training opportunities on HUMMER EV systems, refer to Bulletin #21-NA-295.

► Thanks to Mark Shearer and David Rainey

Displaying the Odometer and Engine Hour Values

Service department personnel and fleet managers looking to record odometer and engine hour values from new 2022 Silverado 1500 and Sierra 1500 models equipped with the base instrument cluster (RPO UDC) will find that information displayed automatically on the instrument cluster when opening the driver's door. The values are displayed for five seconds. It's not necessary to have the vehicle key or key fob, or turn on the ignition. To view the values again, close and re-open the door.

The base, one-color instrument cluster (UDC) is available on 2022 Silverado 1500 and Sierra 1500 trucks commonly used in fleet service, including Silverado WT and Custom trims and the Sierra Pro trim. These trucks use the new Vehicle Intelligence Platform (VIP) electrical architecture.

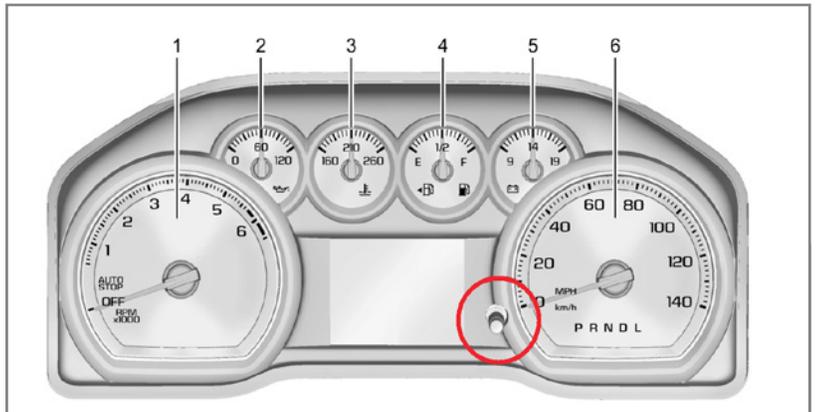
On earlier models with the base instrument cluster and the Global A electrical architecture, including the 2022 Silverado 1500 LTD and Sierra 1500 Limited as well as the 2022 Silverado 2500HD/3500HD and Sierra 2500HD/3500HD, the odometer and engine hours also could be displayed with the vehicle off by pressing the trip odometer reset stem.

Pressing the reset stem on the 2022 models with the VIP electrical architecture will no longer display the odometer and engine hours with the vehicle off.

► Thanks to Jeremy Richardson



2022 Silverado 1500 WT



Reset stem

TECH LINK

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