



GM TECHNICAL ASSISTANCE CENTER (TAC)

Dealer Tips and New Information Newsletter

May 10, 2022

“PROVIDE ADVANCED TECHNICAL REPAIR GUIDANCE,
RESULTING IN A SUPERIOR CUSTOMER EXPERIENCE”

The following are key TAC Tips as well as information from recent TAC cases to help resolve some known concerns or identify normal conditions on various GM models.

GENERAL

We have a current issue with GDS and the ability to send session logs to TAC or anyone via email. Please use **#PIP5632F** to put in the case if possible. This concern may be fixed by the time of publication.

The following PDF file covers how a work-around until the concern can be corrected.

Thanks to Ron Meyers

1) Intermittent Concerns

Bulletin #01-00-89-010N has been updated with Comeback Prevention Information and Using Customer Concern Verification Sheets (CCVS) to help reduce repeat visits for the same customer concern.

2) Field Product Reports

If any unusual conditions are noticed on a vehicle, please submit a Field Product Report using **Bulletin #02-00-89-002T** information for Dealers/Technicians on When and How to Submit a Field Product Report (FPR) (U.S. Dealers Only).

3) Service Information (SI) Feedback

For any issues with Service Information, please submit feedback using the feedback button "



" on the page with an error. This helps us all get better results from our searches.

4) Noise Concerns

For any noise concerns where a TAC case is needed, refer to **#PIP5358A** Vehicle Noise Diagnosis and TAC Requests for Assistance with Noise-Related Complaints. Also, produce a video or sound file to share.

NOTE: Review the file and ensure that it will play back an audio file that can be heard from the PC speakers. The PicoScope will pick up normal noises and make them clearly audible. Make sure the noise that is being diagnosed is on the file. If the noise is not there, move the sensor and record another file until the source area is found.

5) Attaching GDS2 Session Logs

#PIP5632F Procedure for Attaching GDS2 Session Logs to Technical Assistance Cases Using Dealer Case Management (DCM) (US Dealers Only) can also be used to enter pictures and sound files or videos into the case when requested by TAC.

ENGINE

1) Poor Clamp Load on the Ignition Coil Ground

There is a new issue with possible poor clamp load on the ignition coil ground G121/G178B on 22MY trucks with 2.7L engine (RPO L3B). This can cause misfires and other codes. A PI with further direction soon will be released soon. In the meantime, check these grounds manually as there may be an issue with the stud length or tightness.

2) Misdiagnosis of Oil Leaks

A misdiagnosis of oil leaks has been seen on the front of the 3.0L diesel engine (RPO LM2). Be mindful when checking for what appears to be a front crankshaft seal. There is an oil plug just above the balancer that may leak and look like the seal. Make sure to check.

Thanks to Albert Garcia, FSE

3) **#PIP5794B** has been updated to **Bulletin #22-NA-080 (Diagnostic Tips for Engine Related Shudder Concerns)**.

Additional vehicles, model years and engine RPOs have been added.

4) Update to #PIP5776

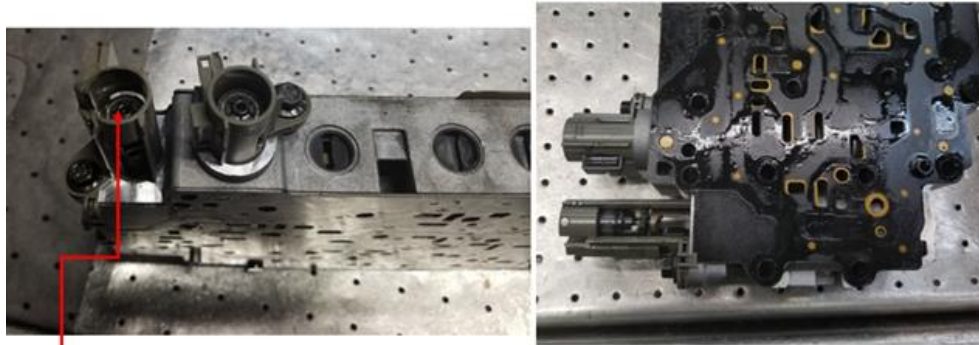
The mileage for lifter replacement within the listed date breakpoints has been changed from 8,000 miles to 16,000 miles.

5) #PIP5851 Replacement DEF Tank Harness Connector does not Match Body Harness Connector is now available in SI for 2020–2022 trucks equipped with 3.0L diesel engine (RPO LM2).

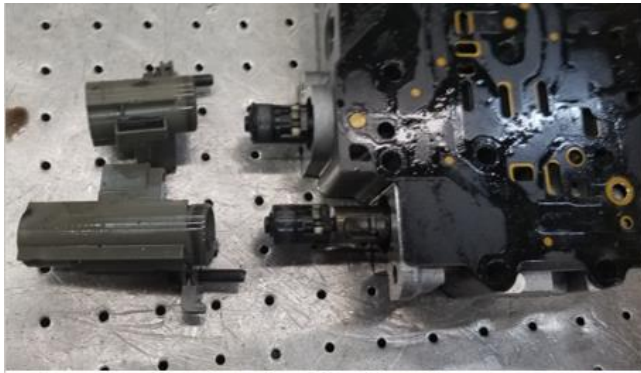
TRANSMISSION AND DRIVETRAIN

1) 9Txx Transmission with ETRS Setting DTC P187E

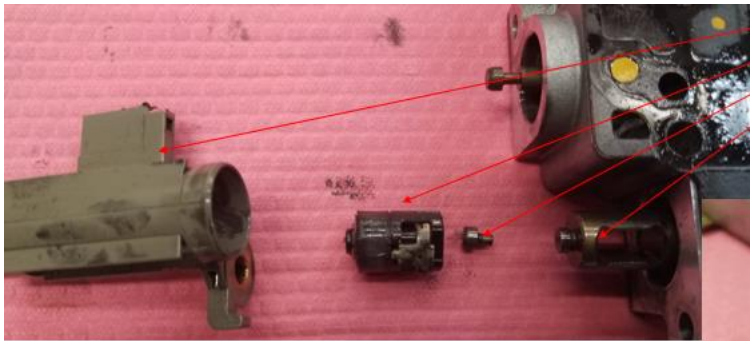
If a vehicle with a 9Txx transmission with ETRS is setting DTC P187E, the following images may help with the diagnosis.



Here are the magnets that are attached to the valves in their natural state.
If these magnets are all the way out to the end of the switch, the valve is stuck.

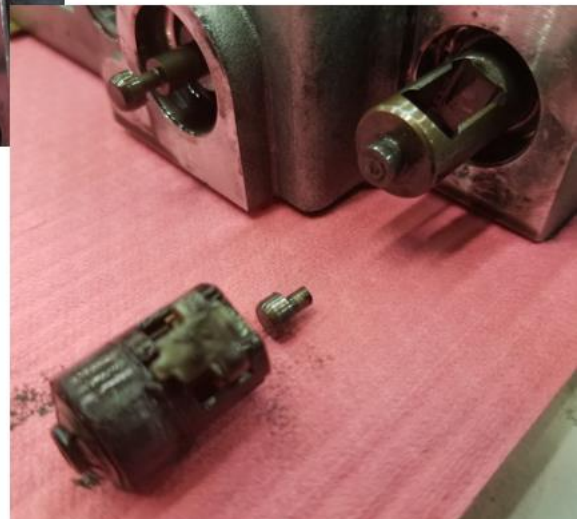


Top picture is when the switch is removed.
The bottom picture is when the magnets are removed from the valve.



Switch
Magnet
Knob broken off valve
Valve

So the magnet hangs on the knob on the end of the valve. As you can see when the knob breaks off the valve that is when the magnet falls off. The magnet nor the valve are serviceable so when it breaks off the only repair is to replace the valve body.



ELECTRICAL, CHASSIS AND TRIM

Luxury Cars

1) Cadillac CT4/CT5 Alternate TPM Learn Mode Using the Driver Information Center

The preferred method is using the EL-52545 TPMS and RF Tool, but if an alternate method is needed, follow the procedure below to initiate TPM learn mode with the Driver Information Center (DIC):

- Select I for Info in the DIC (Should be all the way to left), and then select TPM (will see car graphic with pressures shown) Once the graphic is displayed, press and hold the scroll wheel in the steering wheel controls for about 4 seconds; TPM learn mode will be initiated.

Tire Pressure Sensor Learn Using the EL-50448 Tool (Alternative)

When the EL-50448 Tire Pressure Monitor Sensor Activation Tool is used in activate mode, it produces a low frequency transmission that activates the sensor. The sensor responds to a low frequency activation by transmitting in Learn Mode-Remotely Triggered. When the BCM receives a learn mode transmission while in Learn mode, it will assign that sensor's ID to the location on the vehicle relative to the order in which it was learned.

Note: In the event a particular sensor is activated and the horn does not chirp, it may be necessary to rotate the wheel so that the valve stem is in a different position due to the sensor signal being blocked by another component. Make sure the TPM tool battery is sufficient to complete the TPM learn process.

Do not place the TPM tool directly on the valve stem. The TPM tool should be placed against the tire sidewall near the valve stem. The TPM sensor learn activation procedure may have to be repeated up to 3 times before determining a sensor is malfunctioning.

- A. Ignition On/Vehicle in Service Mode, using the DIC buttons, initiate the Tire Pressure Sensor Learn mode. A double horn chirp will sound to indicate that the Learn mode has been enabled. The left-front turn signal will also illuminate.
- B. Starting with the left-front tire, activate the sensor by holding the antenna of the tire pressure monitor activation tool aimed upward against the tire sidewall, close to the wheel rim, at the valve stem location. Press and release the activate button. Ensure that the transmit indicator on the special tool indicates that the sensor activation signal is being transmitted. Wait for a horn chirp. If the horn does not chirp, repeat the sensor activation sequence with the tool. Once the horn chirp has sounded, the sensor information is learned and the turn signal in the next location to be learned will illuminate.
- C. After the horn chirp has sounded and the right-front turn signal is illuminated, repeat step B for the remaining 3 sensors in the following order:
 - 1) Right front
 - 2) Right rear
 - 3) Left rear

When the left-rear sensor has been learned and a double horn chirp has sounded, the learn process is complete and the BCM exits the Learn mode.

Note: There is also an Auto Learn Function. The vehicle must be stationary for about 20 minutes before the system recalculates. The relearn process takes up to 10 minutes, driving at a minimum speed of 20 km/h (12 mph). A dash (-) or pressure value will display in the DIC.

Trucks and Crossovers

- 2) **#PIT5912 Lane Keep Assist Unavailable / Adaptive Cruise Control Inop / Service Driver Assist Systems / Amber Front Collision Icon On / Front View Camera DTC U3000 49**

This PI is now available for MY 2022 Chevrolet and GMC 1500 trucks (RPO J22).

- 3) **#PIE0696: Engineering Information - (for Pictures Only) - Water Intrusion at Front Door Harness Connector X500 and/or X600 Resulting in Door Locks to be Inoperative, DTCs B3125, B3130 and/or B3135 Set.**

This PI now available in SI.

- 4) **#PIE0694: Engineering Information - Loss of Propulsion/Grinding Type Noise Heard from the Left Side of Vehicle.**

This PI now available in SI.

Performance Cars

- 5) **C8 Corvette (2020+) No Crank / No Start**

There have been several cases recently on C8 Corvette (2020+) related to a no crank / no start complaint. Most techs describe it as the customer went to run errands and, when they came back out to their vehicle, it wouldn't start. It gets towed to the dealership and the tech can't connect the scan tool as nothing is working, nothing is communicating at all. It is quite literally, dead on arrival.

This condition is exclusively the result of a recent OTA update. RARELY do techs get the whole story and they need to ask questions and keep prodding for info. When these updates are sent out, there always seems to be a small percentage of vehicles where the update fails and renders the vehicle completely inoperable. If one of these vehicles comes to the dealership, do not replace any parts whatsoever. Don't remove the battery or start checking fuses as nothing wrong will be found. Simply call the customer ask if this all started with an OTA update that the customer accepted. If so, please call TCSC. So far, at this time, they have been able to save every single vehicle without the need for any part replacements.

HYBRID AND EV

1) SPAC Advising Dealers on Part Restriction for a TCICM

There is a TAC Action Center Restriction (**#PIT5859**) for 2022 Hummer EV and 2022 Brightdrop.

For all ESC Parts including the TCICM, the PI directs the dealer to call TAC and select the Action Center prompt. The Action Center agents will authorize any diagnosed ESC parts needed and provide the TAC case SR #.

No other vehicles should have the OnStar TCICM on restriction.

2) Hybrid and EV Braking Systems

With the age of some hybrid and EV vehicles, basic wear items causing codes are occurring. Unless the hydraulic system was open already, do not bleed the brakes as the first step. This a lot of work and it is possible for the tech to add air that was not there.

Follow the Basic Checks:

- Brake pads, thickness?, or is the steel coming apart on the back side?
- With Regen braking, these could be factory pads and the rust could be an issue before the pads were out.
- Calipers slides, stuck or bent
- Pedal travel test

3) Light Kits

When installing light kits, some need to be rewired. Make sure to read every step in the instructions during installation.

4) HUMMER EV Driver's Mirror

When installing light kits on the bottom of the mirror, use care not to break the mirror. Remove the mirror from the housing by prying with trim tools at the center of the mirrors. The instructions have been updated to use trim sticks to remove the glass.

5) Bulletin #17-NA-003 Information on Retrofitting 2014 Vehicles to Model Year 2016 High Voltage Battery Pack

This information is now in SI with instructions.

INFOTAINMENT AND ONSTAR

1) Contacting TAC for Infotainment Issues

When contacting TAC for assistance with an Infotainment issue, please provide the vehicle's current Radio Software Version. The software version will greatly assist the Infotainment team in determining the best recommendations for the issue.

DCM AND TAC CASES

1) Opening TAC Cases in DCM

When opening a TAC case that includes several DTCs, submit a session log into the case per the latest version of #PIP5632 to ensure that all codes are included. In addition, on VIP vehicles, include the Network Communication Event Results and Network Communication Status data lists.

2) Closing TAC Cases

When finishing a vehicle with a TAC case, please submit a closing with as much information as possible. This can be done by entering it into the DCM per TAC closing information or by simply calling into TAC and the advisor will submit it for you. By doing so, we can all help each other share as much information as possible to help take care of our customers efficiently. Remember: ONE TEAM.

When submitting a case closing, please only submit cases when the vehicle has actually been repaired. If the vehicle is no longer at the dealership or is waiting for parts, the case can be closed unlinked, which becomes unsearchable so that incomplete information is not shared with others.

3) Previous TAC cases

If you already have a recent TAC case on a vehicle and you find that it is closed, and you would like to update it for the same issue, please call TAC and case can be reopened instead of starting a new case. Reopening the case will help ensure that all relevant information will be in one place for the consultant to best assist with the concern.