



GM TECHNICAL ASSISTANCE CENTER (TAC)

Dealer Tips and New Information Newsletter



July 18, 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

1) Intermittent Concerns


Bulletin #01-00-89-010N has been updated from Comeback Prevention Information and Using Customer Concern Verification Sheets (CCVS) to **Guide 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) (U.S. Dealers Only) can also be used to enter pictures and sound files or videos into the case when requested by TAC.

GENERAL DIAGNOSTICS

1) Intermittent Concerns

Remember, performing SI diagnostics on an intermittent concern will often lead to a module replacement if the issue is not currently present. This is because SI is not considering the intermittent nature of the concern and, if at the time, the circuits test within specification, it would point to a module fault. However, if the concern is not current or actively present, there could be a circuit or component malfunction that will lead to a misdiagnosed module.

Often, but not always, an intermittent circuit fault will present with the circuits testing within specification. At that time, verify terminal condition and pin fit and check the circuit prior to replacement of the module. Also, be mindful of possible hot or cold conditions affecting the concern when testing.

Thanks to Bill Alley

ENGINE

1) LM2 Diesel Engine Exhaust Leak

Recent TAC and Field Service Engineering cases for exhaust leaks have shown no leaks found after smoking the exhaust. For small leaks, it is imperative to use soapy water around all connections and sensors because a small leak will not always show smoke. Please make sure to review an induction system leak indication ratio as well as check the system using soapy water.

Shown is a picture of NOX 3 leaking that was only found using soapy water.



2) PIP5212D: Concern of an Engine Thermostat Tick Noise and/or Running Hot

This PI has been updated to include 2022 model year vehicles. This concern may occur when removing the head for lifter concerns. Please be aware that these gaskets can be installed incorrectly.

TRANSMISSION AND DRIVETRAIN

1) 10LXX and 10L1000 Transmissions

After any transmission repair/replacement, and/or TCM replacement/programming event, on all 10LXX and 10L1000 transmission assemblies, the "Transmission Adaptive Pressure Reset" procedure needs to be performed using GDS.

 Transmission Adaptive Pressure Reset

 Transmission Clutch Learn

 Transmission Service Fast Learn

2) **#PIE0700A: Engineering Information - Malfunction Indicator Lamp (MIL) Illuminated, Service Rear Axle Message On Driver Information Center (DIC), Transmission Shifting Concerns**
PIE700A is active. The wording in the headline has been adjusted to emphasize the need to contact engineering. Please contact engineering when servicing the affected vehicles.

3) **Corvette M1L Transmission Canister Filter Maintenance**

Calls continue to come in to TAC regarding the Corvette M1L transmission canister filter maintenance. This information can be found in the Owner's Manual under document ID 5324581.

GM has extended the maintenance coverage to two years or 7,500 miles on the first filter change to cover low mileage vehicles.

Can the canister filter be changed early? Due to the loading characteristics of the filter, it is only recommended to replace the filter at the required maintenance intervals. It is possible to add additional filter changes, but the recommended mileage intervals should still be followed. The initial filter change should be at 7,500 miles and then every 22,500 miles after. GM will only cover one filter change that should be performed at 7,500 miles.

ELECTRICAL, CHASSIS AND TRIM

Trucks and Crossovers

1) Hood Paint Damage at the Edges of the Hood Center Molding

A PI is available for this issue on 2022 Silverado 1500 New (RPO J22, VIN Digit 5 = A or D). Engineering is investigating. Additional repair information will be released when available.

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 1500 New(RPO J22, VIN Digit 5 = A or D)	2022	All	All	All	All
Involved Region or Country	North America					
Additional Options (RPO)						
Condition	Some customers may notice the hood paint is damaged or chipped where the edge of the center hood molding contacts the hood, as shown below.					
Cause	Insufficient clearance between the center hood molding and hood.					



2) Power Assist Steps Inoperative / Reverse After Being Deployed / Erratic Operation

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 2500/3500HD	2021-2022	All	All	All	All
GMC	Sierra 2500/3500HD	2021-2022	All	All	All	All
Involved Region or Country	North America					
Additional Options (RPO)	BRS or B3L - Power Retractable Assist Steps					
Condition	Some customers may comment of erratic operation of either power assist steps. The most common complaints are that the power assist step will not stay deployed and retracts back in when a door is opened or they are inoperative.					
Cause	Software issue.					

Engineering is aware of this issue and working on a fix. A bulletin will be released when more information is available.

Performance Cars

1) Bulletin #22-NA-122: Diagnostic Tip for DTCs Set at a Low Mileage for 8L45/90 Automatic Transmissions

This bulletin has been updated to include the 2022 Camaro and others with the M5T transmission. The condition may be caused by manufacturing debris that clears itself from the valve body and then becomes captured by the filter.

2) Bulletin #22-NA-127: Radio Software Version V160 Update

This bulletin has been released for the 2021-2022 Camaro and Corvette for several infotainment conditions.

3) Bulletin #22-NA-131: Accessory Lighted Sill Plate Does Not Illuminate or Intermittently Illuminates

This bulletin has been released for the 2020-2021 C8 Corvette and others with the battery-powered illuminated sill plates. The kits have been discontinued. Any concerns with door fitment/activation tape positioning or battery replacement that cannot be resolved, refund the customer for the cost of the accessory.

4) Bulletin #22-NA-132: Information on Service Front Lift System Message on Driver Information Center (DIC), Fluid Leaking from Shocks - DTC C103E and/or C103C Set

This bulletin has been released for the C8 Corvette for a front lift system (RPO E60) issue that specifically calls out damage that may have been caused to the front shocks by removing them and installing a lowering kit on the car. It has been determined that the front shocks / actuators may have already been damaged by installing these various lowering kits, even if the car has been returned to stock height by removing the spacers.

Cars

1) **PIC6462: Mode Control Cable Kinks - Mode Control Inoperative C60**

This PI has been released for the 2016–2020 Spark

2) **Bulletin #20-NA-206: Service Power Steering Message Displayed**

This bulletin has been updated to include all 2017–2022 Trax model years.

HYBRID AND EV

1) **Bulletin #22-NA-139: Malfunction Indicator Lamp (MIL) Illuminated and/or Driver Information Center (DIC) Displays Service Transmission Now, Unable to Shift Soon or Service Transmission, Unable to Shift Messages with DTC U1345 or U135A Set**

This bulletin is now available in SI and all copies of #PIC6463 should be discarded.

2) **2023 LYRIQ Action Center is Now Open**

An Action Center has been established through the GM Technical Assistance Center (TAC) to provide product feedback on the new Cadillac LYRIQ. Dealers are asked to report any vehicle issues that warrant prompt and immediate attention. The objective of the Action Center is to provide Cadillac dealers with the necessary support for the successful introduction of the Cadillac LYRIQ. The gathering of information is critical for quick resolution to any product concerns, including, but not limited to fit and finish, performance, operation and customer expectations of the vehicle that may arise. The Action Center is connected directly to TAC, Engineering, and the Spring Hill Assembly Plant. These combined resources are committed to product quality and customer satisfaction through immediate investigation and resolution of any Cadillac LYRIQ product concern.

IMPORTANT: It is imperative that TAC receives GDS Session logs and any pictures of the vehicle issue(s) or parts needed.

All Cadillac LYRIQ unique parts have been placed on TAC restriction to help understand part failures which will drive faster root cause analysis. In some cases, service parts may ship directly from the factory when required. TAC will help with replacement part identification as needed as well as support you with your SPAC case on both common and unique Cadillac Lyriq parts.

The following TAC Part Restriction PI's have been created to aid in part restriction processing:

- PIP5859: 2023 Cadillac LYRIQ High Voltage Battery, TAC Approval and Exchange Program
- PIC6459: 2023 Cadillac LYRIQ Battery Pack TAC Restriction
- PIC6457: 2023 Cadillac LYRIQ Drive Unit TAC Restriction
- PIC6456: 2023 Cadillac LYRIQ Unique Parts TAC Restriction

- PIC6458: 2023 Cadillac LYRIQ ESC Parts TAC Restriction
- PIT5878B HUMMER EV & LYRIQ BEV Heat - Defrost - AC - Battery Cooling - and Air Conditioning Performance Concerns

How to contact the TAC Action Center:

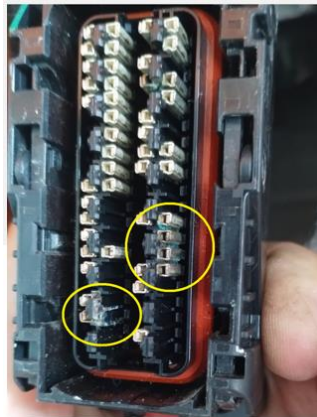
1. Create a TAC Case using the Dealer Case Management (DCM) system (Bulletin #08-00-89-014E: Use of Dealer Case Management (DCM) and Technician Preparedness for Contacting U.S. Technical Assistance (TAC)).
2. Call TAC. The TAC agent will record the concern and the issue will be immediately escalated to the LYRIQ Level 2 specialist who will call back to help with diagnostics. If you prefer to start the case through DCM, you should expect a call back from the LYRIQ Level 2 specialist.

We appreciate your support in making the introduction of the 2023 Cadillac LYRIQ launch a success.

Thanks to Blake Streling – Brand Quality Manager

3) Hummer EV

There have been several concerns with water getting into the BECM1. So far, the most common DTC is P0D58, but this could affect any circuit going to the BECM1. It's necessary to remove the terminal cover to inspect the terminals.



ACCESSORIES

1) Accessory equipment integrated partners

TAC received the following input from a dealer installing HUMMER EV Accessory Kicker Tailgate speaker PN 19421331.

“LOOKING FOR KICKER INSTALLATION INSTRUCTIONS, CANNOT FIND. WHY IS THERE NO LINK IN SERVICE INFORMATION? I WOULDN'T NEED TO WASTE YOUR TIME OR MINE IF THIS WAS THOUGHT OUT PROPERLY.”

Many GM Accessory installation instructions are in SI. However, some accessories are offered by Integrated business partners and instructions for those are not located in SI. TAC has been advised that all IBP Accessories should have the IBP tech support phone number and/or website listed in the parts catalog. There are also QR codes included with each accessory. Once scanned, it should take you to the installation instructions.

Thanks to Ryan Dorland

DCM AND TAC CASES

1) Features of the Dealer Case Management System

DCM resolution search is now available to dealers. Please review the PDF file below for more information.

2) Opening TAC Cases in DCM

When opening a TAC case, run a VIN search to see if a case exists already on the vehicle for the same concern from your dealer or a recent case from other dealers. This will ensure all case information is on the same case from any dealer. If there is a current case, call TAC to have it opened and updated.

If the case 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.

3) 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.

4) 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.