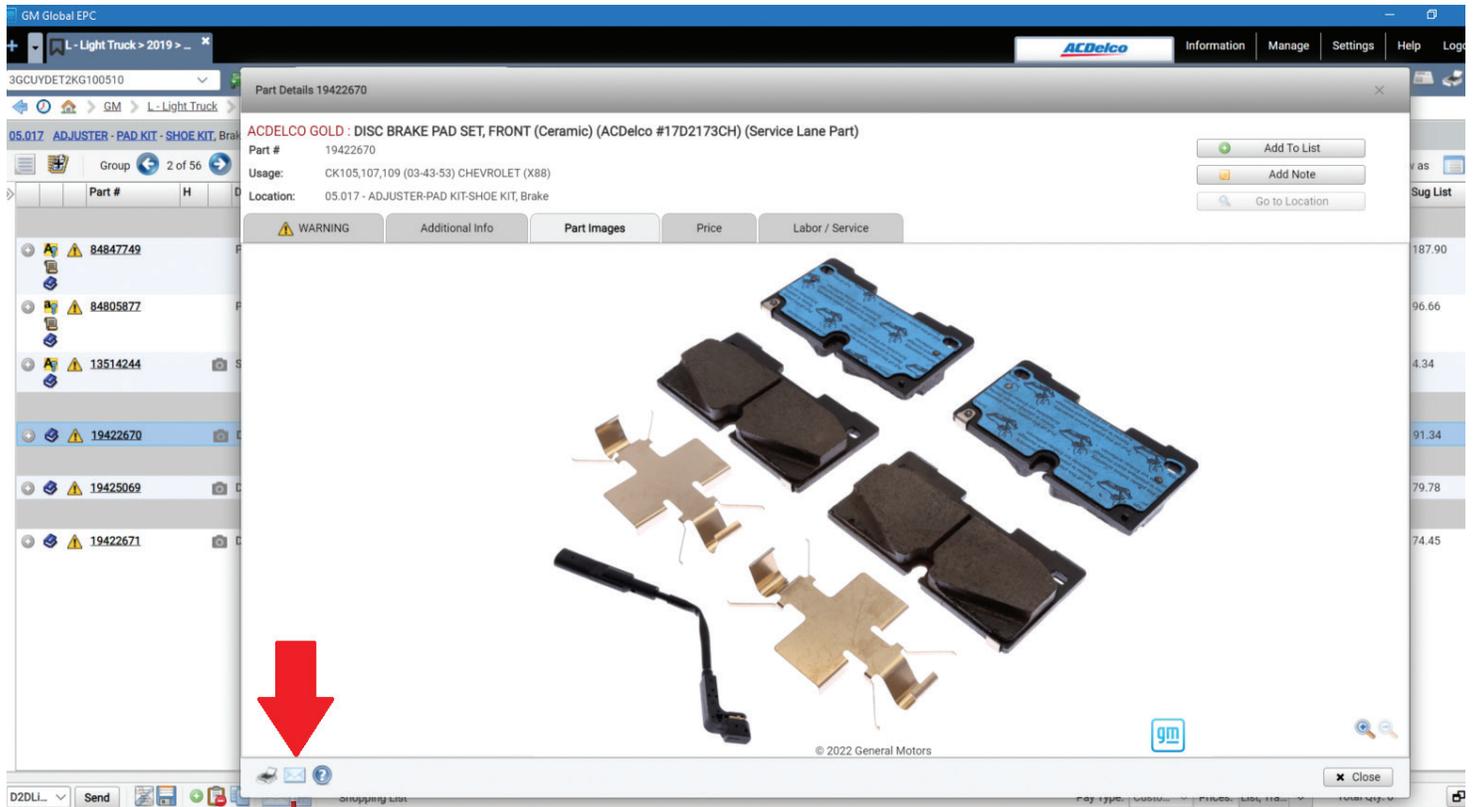


New GM Global EPC Update



Offers Email Function, Expanded Display of Parts and More



New 2022 Silverado 1500 and Sierra 1500 Boast Updated Looks, Advanced Features

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New GM Global EPC Update Offers Email Function, Expanded Display of Parts and More



The July 2022 update to the GM Global Electronic Parts Catalog (EPC) includes a number of new features that add to the functionality of the EPC, making parts searches easier as well as more productive.

Many of the new features in the latest release of the EPC were driven by suggestions from EPC users at GM dealerships. Here's a look at some of the new functions and how to use them.

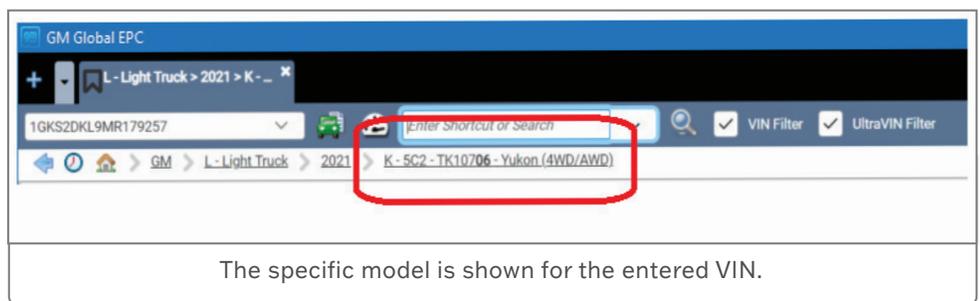
EMAIL PART PICTURES

Part pictures and illustrations from a parts search can now be emailed from the EPC to customers. While viewing a part picture, click the envelope icon at the bottom of the window to open a new email message.

MODEL-SPECIFIC NAVIGATION

The navigation path in the latest release now displays the specific model for the entered VIN, providing more detailed information for a parts search.

For example, a VIN for a Yukon previously showed:



The specific model is shown for the entered VIN.

- K - 5C2 - TK10706 - Tahoe / Yukon / Escalade - 06 Bodystyle (4WD / AWD)

Now, it displays the specific model:

- K - 5C2 - TK10706 - Yukon (4WD / AWD)
- The body style (06) is shown in bold type to make it easy to identify.

EXPANDED PARTS ILLUSTRATIONS

The illustrated parts list will expand if the Year filter is unchecked, showing the parts for the complete illustration title year ranges. Previously, the EPC only showed the year range of the selected illustration title. When the Year filter is removed, a notice displays

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to inform users that the information display is showing data for all applicable years/models.

PROMPT FOR REQUIRED VIN

When users navigate to an EPC catalog that requires a VIN, and one was not previously entered, a new pop-up message will be displayed. Users can enter a VIN or continue to navigate to another catalog.

WORKING WITH SAVED JOBS

Jobs for specific parts, models or repairs can be saved in the EPC to be reviewed later. However, if users find that their list of saved jobs has grown too large to manage, there are several ways to remove the jobs no longer needed.

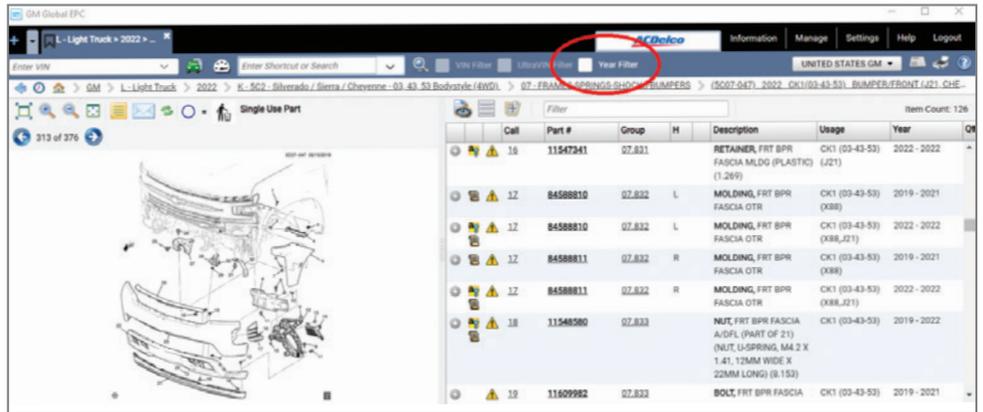
There are options to delete all saved jobs, delete all jobs within a folder, or delete only selected jobs — simply check the box next to a job or folder and click the Delete button.

In addition, saved jobs can be copied by right-clicking on the Job tab and selecting the Save As button. Users also will be given an option to select Overwrite or Save As for any saved jobs before closing the file if any changes have been made.

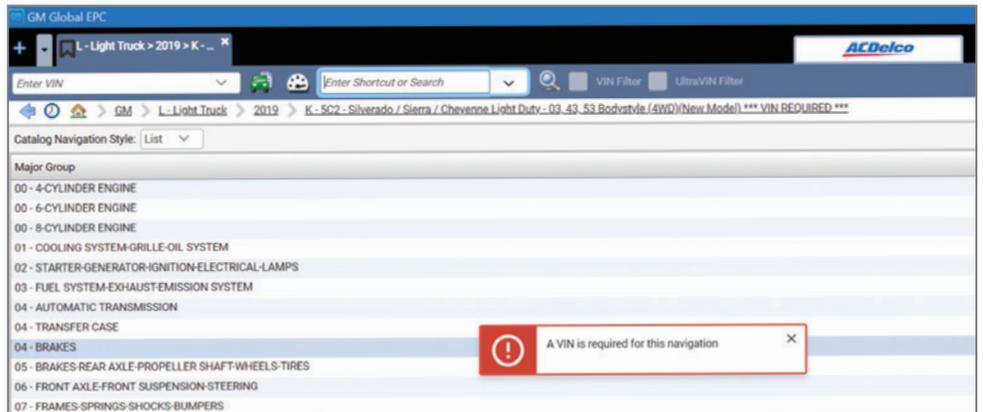
The new GM Global EPC was released in 2020 and runs on the advanced HTML5 platform, which provides improved stability, helping to deliver an increase in the levels of up-time and performance. The GM Global EPC link is available on your GlobalConnect Parts Workbench.

For questions or support when using the Global EPC, contact Snap-on support at 1-888-994-6372.

► Thanks to Mary Daly



Remove the Year filter to expand the illustrated parts list.



A new pop-up message prompts for a VIN when required.



Users have several options to delete saved job



Users will be reminded to save changes to jobs before closing the file.

New 2022

Silverado 1500 and Sierra 1500 Boast Updated Looks, Advanced Features

The new 2022 Chevrolet Silverado 1500 and GMC Sierra 1500 offer a number of enhancements as part of a mid-year launch. The updated models feature new designs — including new looks for the front bumpers and redesigned instrument panels — along with new off-road-focused models.



New Silverado 1500

Also joining the GMC line-up is the Sierra Denali Ultimate trim, the most advanced Denali model ever. It offers exclusive, premium materials and a 420-horsepower 6.2L V8 engine.



New Sierra Denali Ultimate

TIP: The updated 2022 models can be identified by looking at the RPO content and the last six digits of the VIN. The VIN sequence number will start with the number 5 or higher and they will have RPO J22 – earlier models have RPO J21. When building the new

2022 model year trucks in Service Information, look for “NEW, RPO J22, VIN Digit 5 = A” in the model drop-down menu. The previous 2022 model is identified by “LTD, RPO J21, VIN Digit 5 = W.”

POWERTRAIN OPTIONS

There are several powertrain options available on the new Silverado 1500 and Sierra 1500. The V6 engine has been replaced with the high-output 2.7L 4-cylinder engine (RPO L3B) engine, which now has 430 lb.-ft. of torque, a 20-percent increase over the current engine.

Engine and transmission options include:

- 2.7L 4-cylinder turbo (RPO L3B) – 8-speed transmission (RPO MQE)
- 5.3L V8 (RPO L84) – 8-speed transmission (RPO M5X) or 10-speed transmission (RPO MHT, MHS)
- 6.2L V8 (RPO L87) – 10-speed transmission (RPO MHS)
- 3.0L L6 turbo diesel (RPO LM2) – 10-speed transmission (RPO MQB, MQC)

REDESIGNED INTERIORS

Redesigned interiors with new instrument panels can be found on all new 2022 Silverado 1500 and Sierra 1500 trims, excluding the Work Truck trim on the Silverado and the PRO trim on the Sierra, both of which have carryover interiors.



Redesigned Silverado interior

The updated interior designs include a driver-oriented instrument panel with a standard 13.4-inch diagonal infotainment

CONTINUED ON PAGE 5

touchscreen and a 12.3-inch diagonal, configurable instrument cluster. The vertical elements of the previous model's interior design have been replaced with horizontal lines that enhance the feeling of spaciousness.



New Sierra Denali Ultimate interior

The new center console incorporates the Electronic Precision Shift controller, or ETRS (Electronic Transmission Range Selector), for the 10L80 10-speed automatic transmission. Above the center console, the center stack includes the familiar piano keys that control a number of vehicle features.



ETRS control for the 10-speed automatic transmission



Google built-in compatibility

In addition, the updated trucks offer Google built-in¹ compatibility (Silverado LT trim and above; Sierra SLE and above). The app-based interface offers clean, modern screen layouts and new ways to interact with features. Depending on the vehicle's specific equipment, the options and screen layout may vary. Certain vehicle functions can be controlled using Google Assistant by saying, "Hey Google" or pressing the Push to Talk button on the steering wheel. Plus, a user's favorite phone features are available, including Google Maps and Google Play.

NEW OFF-ROAD MODELS

The new 2022 Silverado ZR2 and Sierra AT4X models feature an elevated design with off-road capability right from the factory. The ZR2 and AT4X, which have an additional two inches of ride height over standard Silverado and Sierra models, feature front and rear e-locking differentials, Multimatic DSSV spool-valve dampers (similar to the shocks used on the Colorado ZR2) and specific off-road chassis and suspension calibrations.

Additional off-road features include uniquely-tuned springs for enhanced front and rear suspension travel, 33-inch off-road MT tires, and a high-approach steel front bumper designed for off-road durability with an improved 31.8-degree approach angle compared to other Silverado off-road models.

VIP ELECTRICAL ARCHITECTURE

The new 2022 Silverado 1500 and Sierra 1500 models are built using the next generation Vehicle Intelligence Platform (VIP) electrical architecture. The advanced data communication platform offers incredible speed for new technologies, vehicle health monitoring, over-the-air updates, and cybersecurity protection.

Next generation networks include two-wire CAN buses and two wire Ethernet buses to ensure high speed data transfer and multiple single-wire LIN buses to exchange information between Commander modules and other smart devices. Low speed General Motors Local Area Network (GMLAN) networks are eliminated. CAN buses are used where data needs to be exchanged at a high rate, primarily by a control device using the information to adjust a vehicle system, such as powertrain or body controls.

For more information about the new Silverado 1500 and Sierra 1500, refer to Bulletin #22-NA-062 and WBT course 10322.18W, 2022 Chevrolet Silverado and GMC Sierra New Model Features.

► Thanks to David MacGillis

1 Built-in services are subject to limitations and availability may vary by vehicle, infotainment system, and location. Select service plan required. Certain Google actions and functionality may require account linking. User terms and privacy statements apply.

New Components Available for Pre-Repair Authorization Using the CSMT App

Warranty replacement of a number of components, including wheels, seat covers and cushions, and interior door trim, requires GM pre-authorization before repairs are made (U.S. and Canada).

The Pre-Repair Authorization (PRA) process uses the Certified Service Mobile Toolbox (CSMT) app to submit an authorization request, which requires details of the repair and photos of the condition. Recently, several new components have been made available for pre-repair authorization. These include:

- Drive motor battery charger cables
- 2021 – current model year front headlamps
- 2019 – current model year Silverado 1500 and Sierra 1500 lower control arms

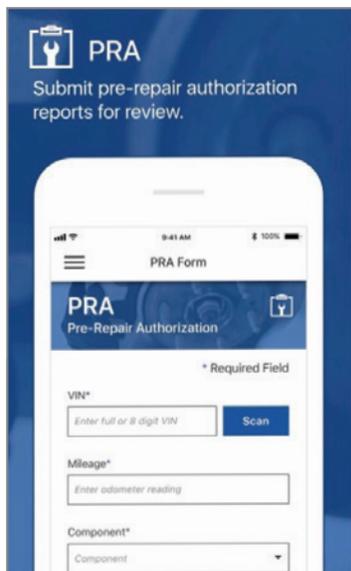
Associated labor operations for the new components will be restricted beginning on August 15, 2022.

PRA PROCESS

The intent of the PRA process is to pre-screen product concerns while the customer is on the service drive to determine if the customers' concern is warrantable. If the determination is that the condition is not warrantable, the dealership has an opportunity to immediately communicate with the customer and provide an estimate for the repair. If the determination is that the condition is warrantable and therefore approved, a pre-authorization number for claim submission is provided and the replacement of the component may be performed.

CSMT APP

The CSMT is required to process PRA requests. In addition to the PRA app, it offers easy access to Field Product Reporting (FPR) for U.S. dealerships or Product



PRA is available through the CSMT app.

Information Reporting (PIR) for Canadian dealerships; Field Action notifications and other applications.

The CSMT app is free and available for use on most Apple® iPhones and Android™ devices. To use the app, find it in the Google Play Store for Android phones and in the Apple App Store for Apple phones. Once downloaded, log in using your GlobalConnect ID and password.

SUBMITTING A REQUEST

To make a PRA request once it's determined that one of the restricted components requires replacement, select the PRA tool on the CSMT app and enter the required vehicle and repair information.



Examples of photos with correct views and labels.

Each request requires several photos, including the Vehicle Identification Number (VIN), odometer reading displayed on the instrument panel, side (quarter) view of the vehicle, full view of the component with labelling and close-up photos of the issue.

After submitting a request, check the PRA History section in the CSMT app for status updates from the PRA team. Once the dealership receives an approval email with an Authorization number (PRA number), proceed with the repair and submit the warranty transaction. Be sure to use the labor code included in the approval email. This labor code must be used to avoid a claim reject.

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2023 LYRIQ TAC Action Center Now Open



The GM Technical Assistance Center, or TAC, (U.S.) has established an Action Center for the all-new 2023 Cadillac LYRIQ 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 LYRIQ EV has a direct connection to GM Engineering, Brand Quality and the assembly plant, which offer combined resources to address product concerns seen in the dealership.

CONTACTING THE TAC ACTION CENTER

If any concerns are encountered with a new LYRIQ 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 LYRIQ 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 LYRIQ unique parts have been placed on TAC restriction to help understand part failures, which can help 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 LYRIQ parts.

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

- #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

► Thanks to Blake Streling

PRA JOB AIDS

Several job aids are available covering the PRA process, including:

- How to submit a PRA request
- Guidelines for uploading media for PRA requests
- Reviewing and reworking PRA submissions
- PRA request FAQs (Android/Apple)

To view the job aids (U.S. only), go to the Warranty Resource Center (available under the App Center tab) on GlobalConnect and select the Certified Service Mobile Toolbox (CSMT)/Pre-Repair Authorization (PRA) tile toward the bottom of the home page. Dealerships in Canada should refer to the Warranty Administration page in GlobalConnect.

For additional information about the PRA process and the labor codes that are on restriction, refer to the latest version of Bulletin #18-NA-306.

► Thanks to Carrie King and Misty McKay

Two Seal Designs Included in 10-Speed Transmission Auxiliary Pump Seal Kit

Replacing the control valve body on the 10-speed automatic transmission (RPO MHS, MHT, MHW, MHX, MQA, MQB, MQC, MQL) with the auto engine stop/start feature, available on 2019-2020 CT6; 2019-2022 Silverado, Sierra; 2020-2022 CT4, CT5; 2021-2022 Tahoe, Suburban, Yukon and Escalade models, requires the 10-Speed Transmission Auxiliary Pump Seal Kit. The kit includes two types of seals for the outlet pipe. Only one seal is required, depending on the outlet pipe connection in the service valve body.



Auxiliary fluid pump outlet pipe

The seal for the auxiliary fluid pump outlet pipe must be replaced when installing a new control valve body. The seal, which is located at the connection of the outlet pipe to the valve body, is not included with the new valve body.

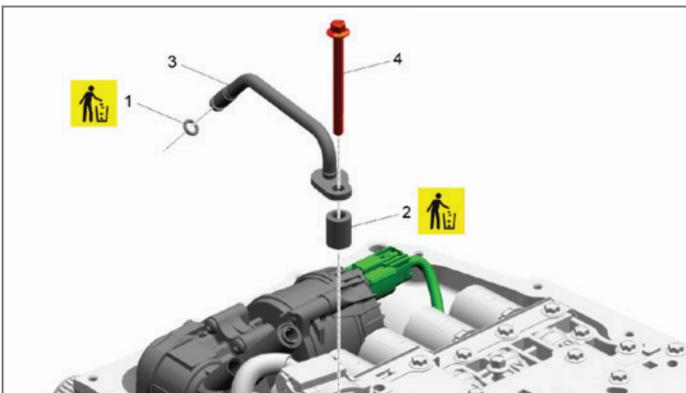


Tube-style aux pump outlet pipe connection and seal

O-RING-STYLE AUX PUMP SEAL

The later application has an O-ring seal. The outlet pipe connection on the valve body has a shallow design.

All control valve bodies, including those for past model year vehicles, are switching to the new design seal. However, some low-volume applications still have the early design valve bodies for service.



Auxiliary fluid pump outlet pipe (#3) and seal (#2) on the control valve body

TUBE-STYLE AUX PUMP SEAL

There are two seal designs. The early application has a tube-style seal and the outlet pipe connection on the valve body has a deep design.



O-Ring-style aux pump outlet pipe connection and seal

The 10-Speed Transmission Auxiliary Pump Seal Kit, PN 24047734, includes all parts for both designs. Always refer to the GM Global Electronic Parts Catalog (EPC) for the latest part numbers and related information.

► Thanks to Mark Gordon

Service Transmission Messages Require Engine Control Module Reprogramming

Some 2022 Bolt EV and Bolt EUV models may have a “Service Transmission, Unable to Shift” message or “Service Transmission Now, Unable to Shift Soon” message displayed on the Driver Information Center along with an illuminated MIL. DTC U1345 (Engine Control Module LIN Bus 1 [or Bus 21]) and DTC U135A (Lost Communication with Shift to Park Range Actuator) also may be set.

If these conditions are found, reprogram the Engine Control Module (ECM) with the latest software using SPS.

TIP: Do not perform the K20 ECM setup procedure. The service update requires reprogramming the ECM only. Performing the setup procedure may lead to unnecessary repairs.

Refer to K20 Engine Control Module: Programming and Setup in the appropriate Service Information. On the SPS Supported Controllers screen, select K20 Engine Control Module Programming and follow the on-screen instructions.

Be sure to record the Warranty Claim Code on the job card (repair order) for the warranty transaction submission.

Refer to Bulletin #22-NA-139 for additional information.

► **Thanks to David Rase and Jonathan Johnson**



Bolt EV Electronic Precision Shift Controls



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