



GM TECHNICAL ASSISTANCE CENTER (TAC)

Dealer Tips and New Information Newsletter

August 12, 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.

ENGINE

1) V8 Engine Fuel Injectors

There have been several cases of V8 engines with the wrong injectors installed. The EPC may be unclear on which injectors to order. To avoid ordering incorrect parts, find the OEM number on the original injector.

Please see **Bulletin #20-NA-098: Information on Fuel Injector Replacement Guidelines During Service, Malfunction Indicator Lamp (MIL) Illuminated** for additional information on fuel injectors.

2) High-Feature V6 Gen 2 Engine Oil Pressure

TAC has gotten several questions about the HFV6 Gen 2 engine's oil pressure being too high. This is not usually an issue, but the pressure is higher than most engines.

Basically, there is not a high oil pressure specification for this engine. The only max restriction is 1000 kPa (145 psi) for pressure in the AFM lifter. Past test data has similar high-pressure spikes at cold start, which is considered normal. As an example, if pump out pressure is around 970kPa (140 psi), the main gallery is lower and closer to 750kpa (108 psi).

3) **Bulletin #22-NA-168: Diagnostic Tip for Checking Exhaust System for Leaks, Malfunction Indicator Lamp (MIL) Illuminated**

This bulletin is now available for 2021–2023 LM2 Diesel engines setting DTC P2C7A and/or P0421.

TRANSMISSION AND DRIVETRAIN

1) **DTC P054F on 2022 2500HD and 3500HD, L5P and MGM (10L1000).**

DTC P054F with a customer concern regarding a lack of power or feels like the vehicle wants to drive through the brakes when stopped in gear may be corrected with torque converter replacement. Graphite-type looking debris may be seen when the lower transmission pan is removed, but only the torque converter and filter should be replaced as long as there is not any clutch material and/or “chunks of metal” seen in the pan.

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

This bulletin was released on 6/17/2022 with very good diagnostic information for this transmission.

3) **Bulletin #22-NA-155: Harsh Transmission Downshift 4–3**

This bulletin was published on 8/2/2022 for the 2020 Chevrolet Express and GMC Savana with M5U, MQD transmissions and LV1 engine.

4) **M1L Corvette Transmission**

Brand Quality would like to remind dealers that oil leak dye is not compatible with the M1L Corvette transmission and should not be used in place of trace powder. Document ID: 5395398 states: “Caution: This transmission must use trace leak powder for fluid leak diagnosis. Failure to use the recommended trace leak powder may cause internal transmission component damage.

ELECTRICAL, CHASSIS AND TRIM

Trucks and Crossovers

1) **Headlights On During Daylight Condition**

A PI is being developed to address 2022 Escalade, Tahoe and Yukon models with the headlights on during daylight conditions and possibly DTC B108E. GM Engineering is aware of this issue and is working on a new calibration to correct the condition. When a repair is available, a bulletin will be released. Until then, when driving in bright lighting situations, it is recommended to simply turn the headlamps off manually.

2) **Bulletin #21-NA-264 Liftgate Actuator Showing a Leaking Residue on Strut**

This bulletin has been out since March and includes a special labor operation. The actuators should not be replaced for leaking. Refer to the bulletin for more information.

Performance Cars

1) **C8 Corvette (2020+) Instrument Cluster Programming**

Dealers may have difficulty programming the Instrument Panel Cluster (IPC) in these vehicles. This may be the result of completing Service Update N202314260 or it may be just a regular programming procedure for another issue. If there is a concern where the Graphics Programming portion of the IPC will not complete, please make sure that there are not any communication issues or DTCs set that would apply to a different diagnostic path. Also make sure that the ignition is in the OFF power mode and that an MDI 2 is being used for programming. In addition, verify the battery SOC is sufficient for programming. If the programming procedure still will not complete, please contact Techline for additional programming support.

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

This bulletin has been released for the 2021-2022 Camaro and Corvette to address a number of infotainment concerns.

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

This bulletin has been released for the 2020 and 2021 C8 Corvette and others with the battery-powered illuminated sill plates. The kits have been discontinued. If there is an issue with the sill plates that cannot be resolved with door fitment/activation tape positioning or battery replacement, the customer should be given a refund for the cost of the sill plates.

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 been damaged by installing these various lowering kits, even if the car has been returned to stock height by removing the spacers.

Hybrid and EV

1) **PIC6467 Emergency Manual Charge Cord Release Location.**

This PI was released on 7/29/2022 for the 2023 LYRIQ.

2) **PIC6465 Remote Commands May Take Longer To Complete**

This PI was released on 7/25/2022 for the 2023 LYRIQ.

INFOTAINMENT

1) **Bulletin #22-NA-142 Radio Software Version W164 – Multiple Updates**

This bulletin was released on 8/3/2022 with updates for 2022 Chevrolet and GMC 1500 trucks and SUVs.

2) **TSB 22-NA-033 Radio Resets or Reboots and May Display my Brand Splash Animation**

This TSB has been updated on 8/2/2022 to include a breakpoint for Colorado and Canyon and an updated caution statement.

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.



DCM Resolution Search.pdf

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.