



GMC



GM TECHNICAL ASSISTANCE CENTER (TAC)

Dealer Tips and New Information Newsletter

October 25, 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 and PicoScope Files

#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) Crankshaft Learn Procedure

There have been some concerns when performing the crankshaft variation learn procedure on some vehicles, including a GDS issue with the crankshaft learn procedure.

In the test, after performing all the pre steps for the test and then selecting to continue, approximately 3 seconds after selecting the learn button, an error may display for Device Limits Exceeded Rear Passenger Compartment Coolant Temperature Too Low.

At this time, although not instructed in GDS, if the engine is revved to WOT with the error displayed, a frame the crankshaft position variation learn will display Learn in Progress, and then the crank shaft position learn status will change to Complete. This issue has been diagnosed and will be corrected in a future update to Techline Connect/ GDS.

2) #PIE0722 Engineering Information - Fuel Smell and/or Fuel Leaking from Fuel Rail Pressure Sensor

This engineering investigation has been released for 2022-2023 Enclave and Traverse with 3.6 LFY engines

3) #PIP5888: 3.0L LM2 Diesel Setting DTC P2C7A

This PI is now out to assist with DTC P2C7A and advise of investigation into the final repair.

TRANSMISSION AND DRIVETRAIN

1) **9Txx Transmission with ETRS Pushbutton Selector Setting P18xx DTCs Intermittently**

Any P18XX DTC that reads “not plausible” can be set if the driver soft selects any range using the pushbutton selector. DTC P18DD will set when Reverse is selected.

If the selection is softly moved, there will be a slight detent feel and the transmission may or may not go into gear. If the soft selection is made 8 times, the DTC will set.

Replacing the pushbutton selector will not correct the concern as it is “driver induced.”

TRUCKS AND CROSSOVERS

1) **Key Fobs on 2022 T1XX Trucks with VIP (RPO J22)**

Please review **#PIT5956** Unable to Program Previous or New Key Fobs/Transmitters to The Vehicle

2) **Retrofit Heated Seat on 2022 Equinox/Terrain**

Do not replace the memory seat module instead of the heated seat control module. The memory seat module is under the driver’s seat and the heated seat module is under the passenger’s seat.

3) **#PIT5847G: SES Light - Reduced Power - DIC Warning Messages - Reduced Steering Message**

This PI covers a multitude of electrical concerns on XT5, XT6, Blazer and Acadia models. It has been updated several times and, due to the number of wires in the affected harness, there are many potential codes that are not listed. Keep this PI handy for potential wiring concerns on these vehicles.

4) **Bulletin #21-NA-183 Intermittent Door Locks Inoperative, DTCs B3125, B3130, B3135, B3979, B3980, Various U Codes, IP Lamps Illuminate, Immobilizer, Unwanted Horn or Hazard Flasher Operation**

This bulletin has been updated and covers potential BCM failures on C1xx vehicles. It highlights a potential water intrusion concern.

5) **2021-22 XT5 or XT6 with Heated/Ventilated Seats Inoperative**

If fuse F19RA is open, follow **#PIT5855E**. Circuit 639 may be shorting in either the driver’s or passenger’s seatback.

6) Bulletin #22-NA-097: Cruise Control Won't Set or Resume/Inoperative/Turns Off, Excessive Brake Pedal Free Play

This bulletin is now available in SI for the 2022 Trailblazer and Encore GX.

HYBRID AND EV

1) RESS (Rechargeable Energy Storage System) Coolant Evacuation on 2022 Hummer EV

There have been a few replacements with excessive coolant remaining in the RESS. Please be sure to follow the Hybrid/Electric Vehicle Battery Pack Replacement and Shipping Preparation guidelines in Document #5913419 when replacing a battery pack.

- a) Install the EL-53076 Battery Pack Coolant Passage Pressure Adapter.
- b) Install the GE-47716 Vac N Fill Coolant Refill Tool.
- c) Pull vacuum for a minimum of 20 seconds.
- d) Open the sealing plug adapter and evacuate as much coolant as possible.
- e) Reinstall the sealing plug adapter.
- f) Repeat the process a minimum of 10 times.
- g) If coolant still remains, continue to repeat the process until no further coolant is evacuated.

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. **After September 14, 2022, TAC cases automatically close when the Repair Order of record is closed at the dealership.**

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.