



GM TECHNICAL ASSISTANCE CENTER (TAC)

Dealer Tips and New Information Newsletter

NOVEMBER 21, 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) New Information on TAC Calls

There is a minor change to the TAC inbound call options. Please listen to all prompts as some of them have changed. There is now an option #4 to cover BrightDrop vehicles.

2) 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**.

3) 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).

Note: This is especially important for new issues not seen previously.

4) 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.

5) 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.

6) 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) #PIP5888A: 3.0L Diesel Engine (LM2) Setting DTC P2C7A

This PI is available in SI for what has been a very hot topic this year.

2) GDS2 / TLC Update for the 3.0L Diesel Engine (LZ0)

For conditions with being unable to read reductant data, refer to the latest version of GDS 2022.10 to address this issue.

TRANSMISSION & DRIVETRAIN

1) 2020-2023 Corvette Fluid Leak from the Bell Housing Area.

The leak will have the appearance of either red transmission fluid or engine oil. When touching the fluid, it will have a sticky, thick or viscous feeling and will not feel like oil or transmission fluid. Review the photos below to see how the fluid can appear to be red, golden brown or yellowish clear depending on the light.

The fluid may appear to be a transmission leak or possibly a rear main seal, However, the leak is coming from the flywheel and the current cause of the leak is under investigation. In the interim, replace the flywheel and clean the area. Also replace the rear main seal as there have been instances where the grease/fluid appears to degrade or soften the seal.

If the cause or location of the leak cannot be determined, add dye to the engine oil and check the possible leak locations.

Note: It is possible that when inspecting the flywheel bolts that the paint marks or the Loctite to fluoresce when using a black light. Use care to not confuse the two.



TRUCKS & CROSSOVERS

1) #PIT5948A: Service Trailer Brake Message with DTC C159C

This PI is available in SI for 2022-2023 MY trucks and SUVs.

2) 2022 Envision Service IPC Message

There is an issue that can occur after a reprogramming update that is causing IPCs to display a Service Instrument Cluster message and set DTC U3000. Engineering has issued a backdated calibration available as of 11/17/2022.

MEDIUM-DUTY TRUCKS

1) Bulletin #22-NA-101: PTO (Power Take-Off) Kicks Out or Intermittently Disengages Unwanted

This bulletin has been updated and is now available in SI.

HYBRID & 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.

INFOTAINMENT

1) Radio Screen/Camera Display Image Appearance

For a concern of a radio screen/camera display having a rolling image or grainy appearance, with the concern present turn off the headlamps when the condition is present and see if the image clears up. If the issue is corrected, inspect all light bulbs in the vehicle to be sure they are factory bulbs. Multiple times this issue has been caused by aftermarket LED or HID headlamps, aftermarket LED reverse lamps and aftermarket LED license plate lamps.

DCM & 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.