



Dealer Enrollment

IN THE 2023 TECHNICIAN EXCELLENCE PROGRAM

Taking Place Now



GM announced the all-new Technician Excellence Program (U.S.) in January 2022 to recognize dedicated dealership service technicians.

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Dealer Enrollment in the 2023 Technician Excellence Program Taking Place Now

More than 27,000 technicians participated in the program last year. And each quarter, thousands are recognized for their training certification achievements and meeting program qualifiers.

With the success of the program in its initial year, GM is pleased to announce the Technician Excellence Program continues for 2023. Dealer enrollment is now taking place and runs through November 18, 2022. The program continues with the same program guidelines for 2023.

Enrolled technicians who achieve Gold Certification, Master Technician Certification (MTC), or World Class Technician (WCT) status, as well as meet other required training and service criteria, can earn quarterly earnPOWER points. The more certifications technicians obtain across the 11 service categories, the more points they can earn. The program also recognizes the highest level of achievement in training by providing World Class Technicians an additional annual reward in the form of My GM Reward Points. For complete program details, refer to the 2023 Technician Excellence Program Guidelines on the GM Excellence Executive Dashboard.

The goals of the Technician Excellence Program are to help:

- Increase technician satisfaction and retention through meaningful reward opportunities.
- Provide quality repairs as a result of increased training, which may lead to higher customer satisfaction.
- Attract more technicians to work at a GM Dealership.

AWARD CRITERIA

In order to qualify for earnPOWER points, enrolled technicians must meet the following requirements:

- Meet training requirements for Gold, Master Technician Certification or World Class Technician Certification
- Be 100% trained in Fundamentals (Bronze) at the end of each quarter
- Be 100% trained in Emerging Issues at the end of each quarter
- Be Gold/ASE certified in each qualifying area
- Be the technician identified on 25 or more Warranty/Policy/Field Action repair orders for that quarter

Repair orders (job cards) with an open date within the quarter and that include a Pre-Delivery Inspection (ZPDI), Regular Warranty

(ZREG), Field Action (ZFAT) or Dealer-Installed Parts Warranty (ZPTI) repair (line) counts toward meeting the program qualifier. A multiple-line repair order is only counted once. The technician GMIN must be assigned on the repair order in Global Warranty Management. A \$0 repair order will not count toward the minimum requirement.

The 11 training categories are:

- Automatic Transmission/Transaxle
- Brakes
- Diesel Engine Performance
- Electrical/Electronics
- Engine Performance
- Engine Repair
- Heating, Ventilation, and Air Conditioning (HVAC)
- Hybrid/Electric Vehicle
- Manual Drivetrain & Axle
- Mechanical/Electrical Body Repair
- Steering and Suspension

CERTIFICATION LEVELS

Bronze Certification – Achieved when a technician has completed 100% in the Fundamentals category. This is a qualifier for a technician to be eligible for the program.

Silver Certification – Achieved when a technician is Bronze Certified and has completed all in-dealership training (e.g., Web Based Training, Video on Demand, online instructor-led training) in any given STS area.

Gold Certification – Achieved when a technician has earned Silver Certification, is ASE-certified in any given STS area, and has completed all hands-on training in the same STS area.

Master Technician Certification (MTC) – Achieved when a technician is 100% STS in both Silver and Gold for a given STS area, successfully passes the GM Service Technical College (STC) Certification Event (a hands-on assessment) for that area, and is ASE-certified in the same area.

TIP: Once technicians earn Master Technician Certification, they will continue to show MTC in the Center of Learning for the complete any additional required training necessary to achieve



Excellence

100% STS. As a result, technicians may show MTC-certified in the Center of Learning in any given area, but still need to meet the additional program qualifiers to earn quarterly rewards for being MTC-certified in the Technician Excellence Program.

World Class Technician (WCT) Certification – Achieved when a technician successfully achieves Master Technician Certifications (MTCs) in the following training categories, along with their accompanying ASE Certifications:

- Automatic Transmission/Transaxle
- Brakes
- Electrical/Electronics
- Engine Performance or Diesel Engine Performance
- Engine Repair
- HVAC
- Manual Drivetrain & Axle
- Steering and Suspension

EARNPOWER AND MY GM REWARDS POINTS

Technicians who meet the qualifiers will receive earnPOWER points each quarter based their highest level of certification:

- Gold Certification – Earn up to 500 earnPOWER points per quarter.
- Master Technician Certification – Earn up to 1,000 earnPOWER points per quarter.
- World Class Certification – Earn up to 1,500 earnPOWER points per quarter.

In addition, technicians who are World Class Technician-certified and current on all training will earn 250,000 My GM Rewards points (valued at \$2,500) annually.

Points can be applied toward a number of options, including certified service, parts, accessories or an eligible, new GM vehicle purchase or lease. My GM Rewards points are not stackable with the Dealership Employee Discount on a new vehicle purchase, although a negotiated purchase may provide satisfactory savings, especially after the first year. Member enrollment is required to receive points and all World Class Technicians within My GM Rewards are classified as “Silver” status upon account activation in the program. Refer to the program guidelines for complete details.

ENROLLMENT DETAILS

Service technicians enrolled in the Technician Excellence Program by their Dealer will receive a confirmation email from Program Headquarters and will be able to monitor their progress in both the earnPOWER and GM Excellence Executive Dashboard app in GlobalConnect.

- Technicians should confirm their role and profile email address are up-to-date in GlobalConnect/Center of Learning. The email address should be unique to the technician (not a general dealership email address).
- Technicians should access their Learning Paths now in the Center of Learning and work toward achieving Gold, Master Technician Certification (MTC), and World Class Technician (WCT) Certifications.
 - Ensure you have the appropriate Learning Paths assigned based on your current area of service and/or desire to expand your skills.
 - Make sure you are up to date at the end of each quarter on your Fundamentals.
 - Make sure you are up to date at the end of each quarter on Emerging Issues Seminars.
 - Work with your Service Management to enroll or get on a waitlist for any necessary hands-on training.
 - Schedule your ASE certifications to obtain your desired Gold Certifications.

Technicians must have an earnPOWER account completely set up with the email verified. Log in to earnPOWER through GlobalConnect, which makes access easier by not requiring you to remember your earnPOWER login information.

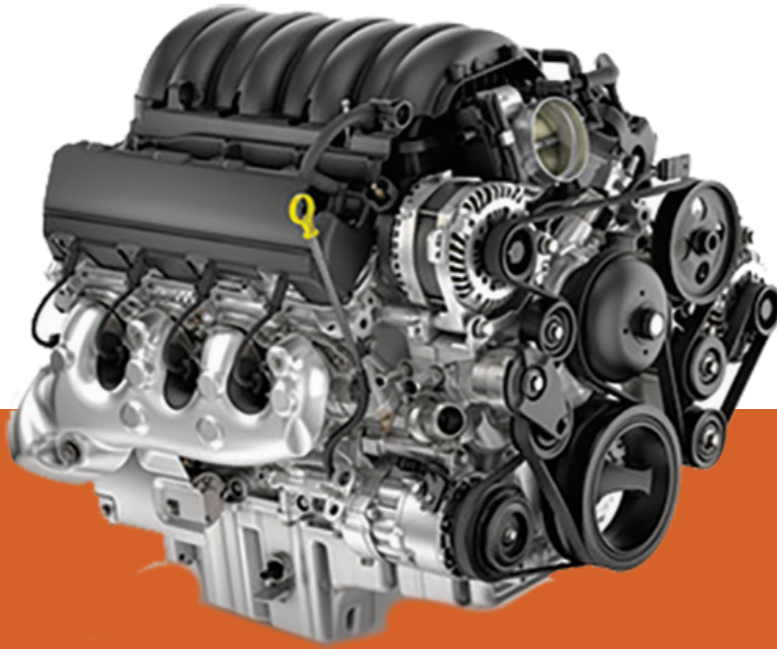
World Class Technicians also must have a My GM Rewards account set up and have access to their My GM Rewards Member Number. Technicians can access mygmrewards.com to enroll or locate their My GM Rewards Member Number.

For additional information about the Technician Excellence Program as well as training opportunities in your dealership, talk with your service manager.

▶ Thanks to Henry Vandeventer and Patti Marino



V8 ENGINE SOUNDS



The 6.2L V8 engine (RPO L87) and 6.6L V8 engine (RPO L8T) may produce several different sounds under various conditions on some 2019-2023 Silverado 1500, Silverado 2500/3500, Tahoe, Suburban, Sierra 1500, Sierra 2500/3500, Yukon and Escalade models. Some of these sounds, which may be described as a chirp, squeak or sputter, are normal conditions based on the current operation of the engine.

To help clarify the sounds and their source, Bulletin #22-NA-218 includes several examples of the sounds as well as when they typically occur, such as when the spark timing is retarded. The sounds are more noticeable on the 6.2L engine (L87) and 6.6L engine (L8T) than on the 5.3L engine (RPO L84).

Keep in mind that engine sounds will be more prominent when the vehicle is next to a reflecting surface, including walls and guardrails or when another vehicle is in an adjacent lane while driving.

There are four common sounds highlighted in the bulletin that may be noticeable.

Catalyst Light Off – Occurs on start when spark retard is required for catalyst rapid warm up and may last approximately 30 seconds. Catalyst rapid warm up is not

triggered on all starts. The vehicle generally must have sat for an hour or more.

Engine Restart – Following complete engine shutdown coasting down through approximately 14 MPH (22 km/h), the noise will only last for about 1 second. Spark is retarded to prevent engine overspeed/torque bump.

Auto-Start – At the end of an engine stop/start shutdown, the noise will last for less than 1 second. Spark is retarded to prevent engine overspeed/torque bump.

Throttle Blip – Light throttle blip in Park/Neutral. The sound is rarely noticed and may be hard to reproduce. Spark is retarded to prevent engine overspeed.

Do not attempt to compare these sounds to similar vehicles as the noise may be different from one vehicle to another, which could lead to unnecessary repairs. These sounds are a normal operating characteristic of the engine and any repairs should not be performed. Replacing the engine or internal components for these sounds will not reduce or eliminate the condition.

For more information, and to listen to the sound clip examples, refer to Bulletin #22-NA-218.

► **Thanks to Bryan Salisbury**



Rear Axle Sound While Making Tight Turns

An audible clicking sound or chattering noise from the rear of the vehicle while making tight turns may be heard on some 2016-2023 LCF 3500/4500; 2017-2023 LCF 4500HD/4500XD, LCF 5500HD/5500XD; and 2019-2020 LCF 6500XD models equipped with the 6.0L V8 gasoline engine (RPO L96) or 5.2L 4-cylinder diesel engine (RPO 4HK1). Affected vehicles also are equipped with a limited-slip rear axle, or limited-slip differential (LSD), (RPO G86).

The sound from the rear axle during turns may be caused by the use of the incorrect axle fluid in the differential, which may have been added during scheduled maintenance or a previous repair. If regular maintenance is not performed, the degraded axle fluid also may lead to rear axle noise.

Verify the vehicle is equipped with a limited-slip rear axle by checking the vehicle build in IVH for option code G86 or look for the following LSD stamp codes on the axle: B7, D0, D8, D9, H0, or H9.

The incorrect or degraded rear axle fluid (differential gear oil) should be replaced with commercially available gear oil (SAE80W-90 GL-5, SAE90 GL-5). Also add limited-slip differential lubricant additive.

Always check the Recommended Fluids and Lubricants in the appropriate Service Information for the proper fluid for maintenance and repairs. Fluid should be added to the rear axle within 0-10 mm (0-0.4 inches) of the bottom of the fill hole.

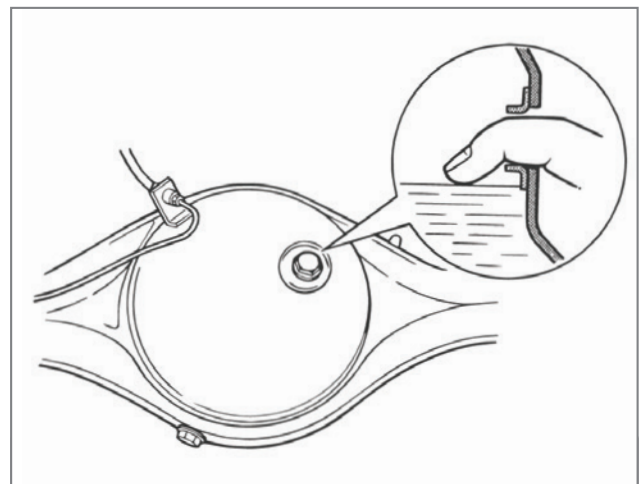
After adding fluid, road test the vehicle for at least 10 miles and make approximately ten tight left and right turns, such as going around a corner, to ensure the limited-slip rear axle is activated. An audible clicking or chattering noise should no longer be heard coming from the rear of the vehicle during the tight turns.

Refer to Bulletin #22-NA-223 for more information, including part numbers.

► Thanks to Richard Renshaw



Verify the vehicle is equipped with a limited-slip rear axle by checking the LSD stamp code on the axle.



Fill rear axle to the bottom of the fill hole.

FSE Technician

RECOGNITION AWARDS

4TH QUARTER 2022

The GM Field Service Engineer (FSE) Technician Recognition Awards (U.S.) celebrate the skill and dedication of dealership technicians who have recently worked with FSE's on challenging repairs.

Technicians at GM dealerships are selected for recognition based on their focus on safety, customer satisfaction, personal accountability, training achievements, diagnostic abilities, and the level of repair documentation.

Each recognized technician receives a Service Excellence magnetic plaque and an Excellence in Service Award certificate.



FSE Technician Recognition Awards – 4th Quarter 2022



Technician: Todd Heinle
Dealership: Buick GMC of Beaverton, Portland, Oregon
FSE: Jesse Richlick
Service Excellence:

Todd Heinle recently went above and beyond during the PDI process. Todd is always willing to take the time to work with the GM team to make sure all customer vehicles are repaired properly.

During the PDI of a HUMMER EV, the first to be delivered in Oregon, Todd inspected all accessories to ensure that they were installed correctly. He found some trim pieces that were not a perfect fit and made sure they were corrected before delivery. He truly gave this PDI the "white glove treatment." In addition, on a related TAC case, Todd worked with the HUMMER EV team to diagnose and replace a coolant heater module that had an internal sensor fault. Todd worked side by side with the GM team to perform a data dump and made this vehicle his priority to repair and deliver it promptly.



Technician: Raymond Fonfrias
Dealership: Starling Chevrolet Cadillac, Deland, Florida
FSE: Andy Nelson
Service Excellence:

Ray worked very hard on diagnosing a 2022 Chevrolet Silverado LM2 diesel that was burning oil when it was dropped off by the transport truck. After many hours, a blockage in the turbocharger was found that was causing a restriction in the PCV system. During all the time spent during diagnosis, Ray never gave up and never complained. He refused to be beaten down because he has that "Win with Integrity" attitude! As soon as he finished the repair, the dealership was able to sell and deliver the vehicle.

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Technician/Shop Foreman:

Bruce Mayer

Dealership: Findlay Chevrolet,
Las Vegas, Nevada

FSE: Rodney Prince

Service Excellence:

Bruce Mayer is currently a World Class Technician and shop foreman to 30 technicians. He handles 100% of the comebacks while maintaining his own workload. The customer is always first with Bruce, while he maintains a high level of quality in workmanship. It's typical for him to cover all the bases and exhaust all resources before a case is escalated for FSE assistance. He has the ideal temperament for the load he carries as well as the respect of his associate technicians.

Bruce diligently worked an IOU radio case for over a month. His determination and excellent communication skills, exhibited during his cooperative efforts spent with the engineering community, were highly impressive. The case revealed mislabeled part numbers per application, so a new radio was installed and programmed. However, after installation, there was still no sound except for chimes and the amplifier was now setting a current DTC U18B4. Finally, he discovered the ethernet circuits to the radio were missing. To complete the repair, the correct wires provided by BQM were installed.



Technician: Jerry Smith

Dealership: Phil Moore Buick
GMC, Jackson, Mississippi

FSE: Justin Russell

Service Excellence:

Jerry deserves to be recognized for his consistent positive attitude and hard work. Jerry is exceptionally customer-minded and understands the operation of the systems he works on at a deep level. He is always striving to learn and improve his skills. He is an absolute pleasure to work with and is very responsive to requests for additional diagnostics or information.

On a recent case, Jerry was struggling to understand why the vehicle was acting as it was. He determined that the PicoScope would be a great tool to finish the job and isolate the issue. Jerry had not used the tool for electrical diagnostics before but jumped at the opportunity to learn something new. It was refreshing to see someone so eager to spend the time to learn something new, all while dealing with a vehicle that he was anxious to get out of his shop.



Technician/Shop Foreman:

Brad Siroky

Dealership: Alan Jay
Chevrolet, Sebring, Florida

FSE: Zack Evans

Service Excellence:

Brad impresses with his excellent attitude and example of professionalism. On a very difficult case recently, a vehicle had an intermittent communication issue that could not be duplicated. Much to the customer's dismay, the vehicle had already undergone multiple repair attempts with no real fix. Brad was ready to assist and did not hesitate or complain when asked to lend a hand as every module, connector, and harness on CAN 3 was tediously inspected. When it came time to check the shifter, Brad jumped right in and removed all the console components needed so that the module could be accessed, which is ultimately where a bad connector was found. Brad's help and knowledge helped lead to a quick diagnosis so that repairs could be completed and the vehicle returned to a very happy customer.

► **Thanks to Hank Poelman**



Technician: Leeza Kerr

Dealership: Vision Buick
GMC, Rochester, New York

FSE: David Yentema

Service Excellence:

Leeza recently worked on a strange case where a cylinder was flooding with fuel to the point it was hydro-locking the engine on startup. Leeza's drive to get this vehicle repaired and back to the customer was incredible. She would willingly come in on her days off to work on this vehicle and one evening ended up working on it until after the dealership closed just to confirm the diagnosis.

Leeza originally worked in a science lab, but changed careers and decided to become a technician. She brings a science-based diagnostic strategy to all of her diagnosis, is always eager to assist other technicians and actively looks for new ways to learn. Her ambition and drive to learn more and help the customer is impressive and is something even seasoned technicians could learn from.

Identifying a Transfer Case Seal or Prop Shaft Plug Leak

Automatic transmission fluid may be seen under the center of the vehicle on some 2015-2023 Escalade, Colorado, Express, Silverado 1500, Silverado 2500/3500, Tahoe, Suburban, Canyon, Sierra 1500, Sierra 2500/3500 and Yukon models equipped with AWD/4WD (RPO F48). Some models with an 8-speed transmission are not affected.

If automatic transmission fluid is found under the middle of the vehicle, verify if the red fluid is coming from the transfer case/transmission rear output seal or the propeller shaft slip yoke welch plug.

First, check the rear output seal and boot area for a fluid leak. If the output seal is leaking, replace the seal. a

If the seal and boot area appears to be dry, check the welch plug area. If the plug is leaking, replace the propeller shaft front slip yoke.

If both the seal/boot and the welch plug are wet with automatic transmission fluid, making it difficult to identify the source of the leak, dry the area with a soft rag and drive the vehicle a short distance to initiate the leak. Perform the inspections again to determine which component is leaking.

Refer to Bulletin #22-NA-225 for additional information.



Rear output seal and boot area



Prop shaft slip yoke welch plug area

► Thanks to Robert Cross

Fuel Injector Causing Several DTCs to Set

Some 2022-2023 Corvette, Silverado, Tahoe, Suburban, Sierra, Yukon and Escalade models equipped with the 5.3L V8 engine (RPO L84) or 6.2L V8 engine (RPO L87, LT2) may have an illuminated Check Engine MIL along with a number of fuel injector performance DTCs set, including: P30D4, P2B95, P02EE, P02EF, P02F0, P02F1, P02F2, P02F3, P02F4, P02F5, P2B08, P2B09, P2B0A, P2B0B, P2B0C, P2B0D, P2B0E or P2B0F.

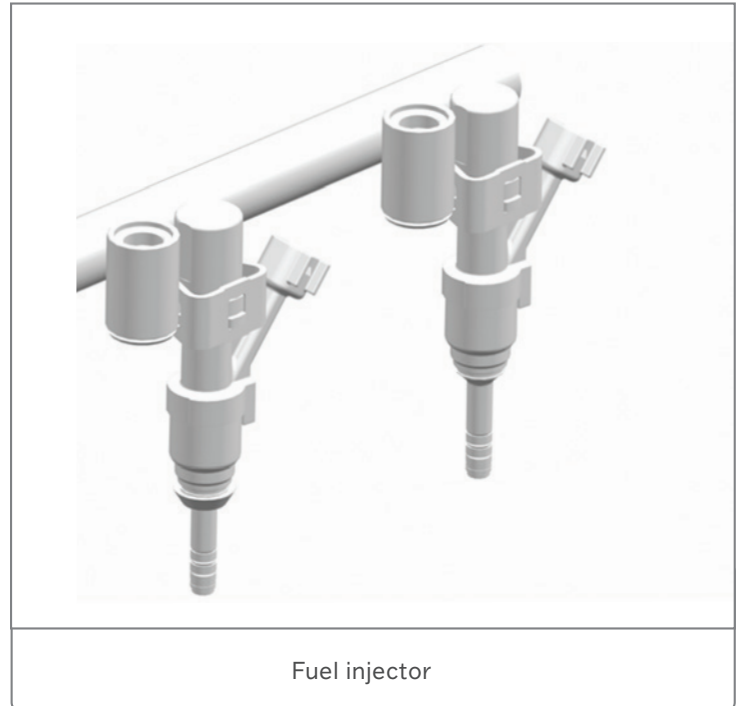
These conditions may be caused by a faulty fuel injector. Follow the diagnostic chart for the applicable DTC in the appropriate Service Information too address the issue. If it's determined that a faulty injector is causing the issue, replace the injector for the appropriate cylinder and reevaluate vehicle operation.

TIP: When installing new injectors, be sure that they are clean and free of debris prior to installation. Do not lubricate the injector seals. Always use the new fuel injector collars supplied with the new injector.

Do not replace the Engine Control Module (ECM) if these DTCs are set. GM Engineering is reviewing this condition and additional information will be released when available.

For additional information, refer to #PIP5891.

► Thanks to Dan Deline



TECH LINK

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Publisher:
Ravishankar Bommanahally
GM Customer Care and Aftersales

Editor:
Lisa G. Scott
GM Customer Care and Aftersales

Technical Editor:
Mark Spencer
mspencer@gpstrategies.com

Production Manager:
Marie Meredith

Creative Design:
5by5 Design LLC
dkelly@5by5dzign.com

Write to:
TechLink
PO Box 500, Troy, MI 48007-0500

GM TechLink on the Web:
GM GlobalConnect

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