



GM TECHNICAL ASSISTANCE CENTER (TAC)

Dealer Tips and New Information Newsletter

DECEMBER 15, 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) FYI: New ASE Test

There is a new ASE Test for **Advanced Driver Assistance Systems** now available. ADAS Specialist Certification test (L4). Thanks to FSE Ryan Matt.

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) 2023 LZ0 Diesel Engine Block Heater

For the LZ0 diesel engine, like the LM2 engine, if the block heater is used in temperatures over 0°F (-18°C), the Engine Control Module can set ECT plausibility DTCs. If one of these codes is set, such as DTC P149A setting when the block heater is active, make sure that nighttime temperatures are falling below 0°F (-18°C).

TRANSMISSION & DRIVETRAIN

- 1) **Bulletin #22-NA-015: Diagnostic Tips on GDS Graphing after Road-Test, for Shake and/or Shudder During Steady and/or Light Throttle Acceleration Between 25 and 50 MPH (40 and 80 KM/H) at Steady Speed, and Decel at approximately 15 MPH (24 KM/H)**

This bulletin only refers to and is only valid for the 10Lxx family of transmissions and should not be applied to other transmission families.

TRUCKS & CROSSOVERS

- 1) **Bulletin #22-NA-236: 2022 – 2023 Full Size Silverado and Sierra Trucks Key Fob Concern**

This bulletin has been released to replace #PIT5956 with updated information.

- 2) **2021–2023 Cadillac CT4 and CT5; 2021–2023 Buick Envision; 2022–2023 Cadillac Escalade and Escalade ESV, Chevrolet Silverado 1500 New, Suburban, Tahoe, and GMC Sierra 1500 New, Yukon and Yukon XL that received OTA N222386380.**

The calibration used turns the heated seat switches back on. If the vehicle was built shy and the heated seats do not work, but the switches do. The same thing may happen to heated steering wheels and Park Assist. This could possibly affect retrofit updates as it may show as current software.

HYBRID & EV

- 1) **2022 HUMMER EV Tonneau Cover Release Concern**

There have been concerns with jammed or stuck-closed tonneau covers on the HUMMER EV.

Usually, striking the release lever with a block of wood and a hammer will get the cover to release. However, there is another step that will really aid in the release of the manual lever. It's now recommended to have grab the rear of the cover and, using medium force, push/wiggle side-to-side on the cover while simultaneously striking the release lever with a block of wood and a hammer.

Feedback from dealers has been that the addition of the pushing/wiggling the cover seems to lessen the force needed to manually push in the "manual release lever," thus reducing the potential of damaging the lever or motor shaft/gears.

2) 2016-2019 Volt, Spark EV and CT6 Plug-in Battery Back Order Concerns

GM is actively working to solve the battery backorder issues for the Spark EV, CT6 Plug-in and the 2016-2019 Volt. Updates will be forwarded as they are received.

3) 2017-2023 Bolt EV

The replacement battery packs for the 2017-2023 Bolt EV campaign have recently changed part numbers and the SPS team is actively working to correct the issues. When programing the HPCM2, if you see a screen to select the proper calibration instead of it being done in the background, contact the TCSC to get the VIN manually reconfigured until changes are made in SPS.

4) HUMMER EV 12 Volt Battery Low

A low 12-volt battery concern on a HUMMER EV with a tonneau cover that is inoperative will require the tonneau cover learn procedure to be performed, as this was likely caused by the power cycle.

DCM & TAC CASES

Remember, you can always call TAC to discuss your case if you feel that progress is not being made within the Dealer Case Management (DCM) system.

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. Send in a closing for anything that is unusual or new.**

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.