



# GM TECHNICAL ASSISTANCE CENTER (TAC)

## Dealer Tips and New Information Newsletter

JANUARY 16, 2023  
HAPPY NEW YEAR!

“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.

### 7) GDS/Techline Connect Concerns

At this time, we are experiencing some GDS/Techline Connect (TLC) concerns across all vehicle lines and modules, including the inability to read data, missing data PIDs and some output functions.

Techline is aware of the issues, and they should be addressed in the January 23rd production update release. In the interim please call TCSC for assistance with these issues.

## ENGINE

### 1) **Bulletin #01-06-01-011M: Information on Engine Oil Consumption Guidelines**

When dealing with a vehicle with an oil consumption concern, please remember to take engine hours into consideration during the evaluation. This Bulletin has a formula for converting hours to mileage.

Some vehicles may spend a lot of time idling. Use the formula to aid in determining the equivalent mileage (kilometers): Check and record the total engine hours on the Driver Information Center (DIC). It may be necessary to go to the Settings menu on the DIC to display the engine hours. Multiply this time by 33 miles or 53 km. This represents an average speed of 54 km/h (33 mph). The result should be close to or lower than the mileage on the odometer.

### 2) **22-NA-074: Gasoline Engine Replacement Guidelines after Connecting Rod or Crankshaft Main Bearing Damage - Replace Oil Cooler, Oil Cooler Lines and Oil Tank**

Please make sure we are following this TSB to prevent repeat failures and customer comebacks.

## 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.

### 2) **Bulletin #22-NA-246: Information on Unnecessary Replacement of Extension Housing and 1-2-3-4-5-REV Clutch Piston Assembly for 8L45, 8L90 Automatic Transmissions**

This Bulletin is now available in SI.

### 3) 2015-2020 8L90 Transmission Front Cover Support Gasket Information

Recent changes were made to the 8L90 transmission front cover support gasket. Here's some additional information about the new gasket.

**Photo A** shows the previous 8L90 front cover support gasket in position.



And **Photo B** shows the new gasket lying over the top of the prior gasket. The pen points to an extra hole in the new gasket. The extra hole does not affect the sealing function of the gasket.



In **Photo C**, the pen points to what will be seen when the new gasket is installed properly.



#### 4) Information on the 10 speed Turbine Shaft Sealing Ring

A lock in Reverse concern on vehicle's equipped with a 10LXX transmission may be present only after a cold soak, usually with low miles, and/or after turbine shaft replacement. Check for a leaking turbine shaft sealing ring O-ring. Valve body assembly replacement has not corrected this concern.

#### 5) #PIP5621C: GM TAC Support on Vehicle Automatic Transmission Concerns that can be Duplicated

On all 10-speed transmission concerns, please reference this PI for BQM and engineering assistance. Make sure to bookmark sessions.

#### 6) Harsh Garage Shift on 10-Speed Transmission

On 10LXX transmission harsh garage shifts on vehicles generally with low mileage, perform the Transmission Pressure Adaptive Reset procedure.

If there not any change after completing the procedure, drive the vehicle to reach operating transmission temperature, between (40° – 80°C,) and execute 15 to 20 4-5 upshifts and 4-3 coast downshifts. Volume is learned during the upshift and return spring is learned during the downshift. Once those are learned, there is a unique learn for the garage shift.

Following the upshifts/coast downs learn, complete a series of Park-to-Drive-to-Park garage shifts, and Park-to-Reverse garage shifts, with about 5 seconds in between each shift. This will enable the garage shift to adapt as well.

## TRUCKS & CROSSOVERS

#### 1) #PIT5962: Reflective High Temperature Heat or Insulating Tape for Wiring Harness Repairs

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

#### 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.

# 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) New: The Print button within Dealer Case Management is not functional

The Print Button within Dealer Case Management no longer works and is scheduled to be removed in the near future.

To print within the system, use the browser print function using CTRL P on the page to be printed. Refer to the job aid now on the DCM resource page for this change.

## 2) 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

## 3) 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.

## 4) 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.

## 5) 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.