

### APRIL 24, 2023

"Provide advanced technical repair guidance, resulting in a superior customer experience."

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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) Closing TAC Cases

Beginning September 14, 2022, TAC cases have automatically been closed when the Repair Order of record is closed at the dealership. Please send in a closing for anything that is unusual or new. If the case you are working with has been closed, please call TAC and, most times, the case can be reopened to get all the information on the same case.

Please remember you can ALWAYS call into TAC to work your case. DO NOT assume you can't call in to work your case. This is not true.

When sending session logs into TAC for assistance, make sure to bookmark the session where the concern takes place. Even if you think the concern is obvious, the TAC agent may not. For the sake of expedience, bookmarks are always appreciated and help to avoid asking for multiple sessions.

### 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.

### 1) Engine Replacement Recommendations

The following Service Bulletins are available for recommendations on engine replacement and needed repairs during replacement.

- Bulletin #18-NA-073: Repair Guidelines for Engine Component Wear
- **Bulletin #22-NA-074**: Gasoline Engine Replacement Guidelines after Connecting Rod or Crankshaft Main Bearing Damage Replace Oil Cooler, Oil Cooler Lines and Oil Tank
- **Bulletin #19-NA-256**: Diagnostic Tips for Knocking, Rattle, Squeak and/or Squeal Type Noise from Engine Engine Replacement Recommendations for HFV6 Gen 1 and Gen 2
- Bulletin #00-06-01-026Q: Engine Replacement After Severe Internal Engine Damage Replace Intake Manifold

### 2) Bulletin #23-NA-045: Engine RPO L3B P0299 Service Calibration

This bulletin has been released in SI.

### 3) Bulletin #23-NA-048: Oil Leak from Center of Vehicle

This bulletin has been released in SI for this condition on 2022–2023 MY L3B engines. Keep in mind Crankshaft Rear Oil Seal and Housing Replacement in SI must be followed for this repair.

### 4) Bulletin #23-NA-066: Malfunction Indicator Lamp Illuminated with DTC P0402 Set

This bulletin has been released for 2024 MY L5P engines.

### 5) #PIP5914: Whoosh Noise from Engine Area While Driving

This PI has been released in SI for this concern.

### 6) Bulletin #23-NA-022: L3T Engine P2B95 Service Calibration

This bulletin has been released in SI for 2022-2023 MY L3T engines.

### 7) Bulletin #23-NA-015: Whining Noise Heard Off of Idle

This bulletin has been released to replace #PIP5887 for this concern on 2022 and 2023 MY L3B engines.

8) Bulletin #23-NA-058: Cold Start Rattle Noise from the Engine Compartment, Malfunction Indicator Lamp (MIL) Illuminated - DTC P0299 Set

This bulletin has been released to replace #PIP5829 for this concern on 2020–2023 MY LIH engines.

## TRANSMISSION & DRIVETRAIN

# 1) All 10-Speed Rear-Wheel-Drive Transmissions with Harsh Garage Shifts with Low Mileage or after Internal Repairs.

Perform the "Transmission Pressure Adaptive Reset" procedure. If there is no change, drive the vehicle to reach transmission operating 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 during the downshift. Once those are learned, there is a unique learn for the garage shift.

Following the upshift/coast downshifts learn, complete a series of Park-to-Drive back 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.

# 2) Bulletin #23- NA-029 Transmission Grinds When Put Into Gear, Slipping, No Movement When Shifted Into Drive or Reverse

This bulletin is now available in SI but the part numbers for the shafts are incorrect.

An update is forthcoming. In the meantime, the part numbers for the axle shaft are:

P/N 84990736 for 2023 Traverse LFY M3V

P/N 84990735 for XY5 and Acadia LGX M3W

P/N 84990734 for 2023 XT6 LGX M3W and Blazer LGX M3V

## TRUCKS & CROSSOVERS

### 1) #PIT6001A: Service Steering Message, Loss of Steering Assist, C056D, U0420, U2502 after Replacement of Steering Gear

This PI was released for 2017–2019 MY crossovers.

### 2) VIP Electrical Architecture

FYI: 2024 MY Silverado and Sierra 2500 and 3500 HD trucks are now equipped with the VIP electrical architecture.

### 3) Isuzu Technical Assistance

Please keep in mind when working on ANY medium Duty "W" series vehicles, Isuzu has technical assistance responsibility.

### 4) All-New 2023 Colorado ZR2 Spec L3B Engine Calibration

The ZR2 Spec L3B engine calibration requires the programming of the engine control module (ECM), which must be done with the Service Programming System at an authorized GM dealer. This calibration is only available for 2023 Chevrolet Colorado models, including Colorado WT, LT, Z71 and Trail Boss models equipped with the L3B engine.

### **Dealer Installation Details:**

To reprogram the "All-New 2023 Colorado ZR2 Spec L3B Engine Calibration," please call the Techline Customer Support Center (TCSC) at 1-800-828-6860 for programming requirements and instructions. Please be ready to provide the 17-digit VIN prior to calling.

Step 1 – Obtain VIN of vehicle for reprogramming.

Step 2 – Call TCSC at 1-800-828-6860.

Step 3 – Flash Calibration and complete Setup Process using the Service Programming System.

Step 4 – The labor for download and the reflash of the module is to be charged to labor OP code 0602888 at an allowable 0.3 hours.

Step 5 – This engine calibration is included with the vehicle transaction price, and the dealership will be provided a SPS warranty claim code upon programming completion.

## ELECTRIC VEHICLES

1) #PIC6500: Super Cruise Unavailable Message - DTC U053C

This PI has been released for 2023 LYRIQ models.

2) **#PIC6501: Center Upper IP Compartment Operation - Bin is Difficult to Open or Close** This PI has been released for 2023 LYRIQ models. **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.

### 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.

### 5) 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.

### 6) Adding DTCs to a Case

When adding DTCs to a case, please state that module the code was set in. Many codes can be set in several modules and looking in the wrong module diagnostics will lead to incorrect information and testing. Thanks to consultant James Minter.