



GM TECHNICAL ASSISTANCE CENTER (TAC)

Dealer Tips and New Information Newsletter

MAY 19, 2023

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

This content is intended for General Motors dealer educational purposes only. It must not be shared with third parties or consumers. This content cannot be used for promotions, advertisements, or marketing, and is intended solely to be used for dealers’ information and education.

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 will automatically close 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) also can be used to enter pictures and sound files or videos into the case when requested by TAC.

ENGINE

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) #PIP5920: Ticking Noise from 5.5L Engine RPO LT6

This preliminary information bulletin has been released in SI for the 2023 MY.

3) Bulletin #15-06-01-002O: Engine Misfire/Tick Noise, Malfunction Indicator Lamp (MIL) Illuminated DTC P0300 Set

This bulletin has been updated in SI for this condition to update the part number and add.

Note: Only replace the valve lifter oil manifold assembly (LOMA) if SI diagnosis leads to a fault within the manifold assembly.

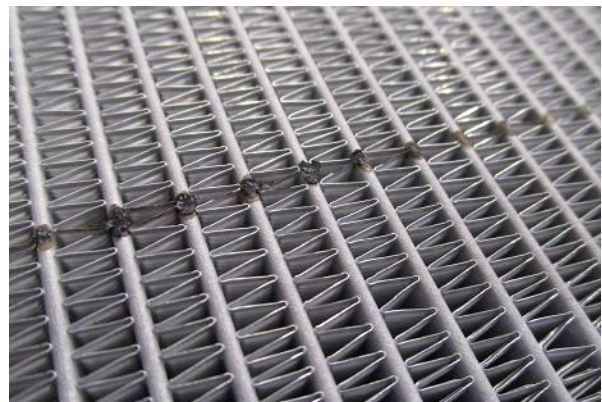
4) #PIP5916A: 6.6L Engine RPO L5P Intermittent Crank with No-Start and Setting DTCs P062D, P163A, P163B

This bulletin has been updated for 2024 MY L5P engines to look for an ECM calibration update.

5) Radiator Core Markings

If you see odd/burn markings on a radiator core, per engineering, these marking are from flux deposits left over from the brazing process and will not affect the integrity of the radiator. It is more of a cosmetic issue.

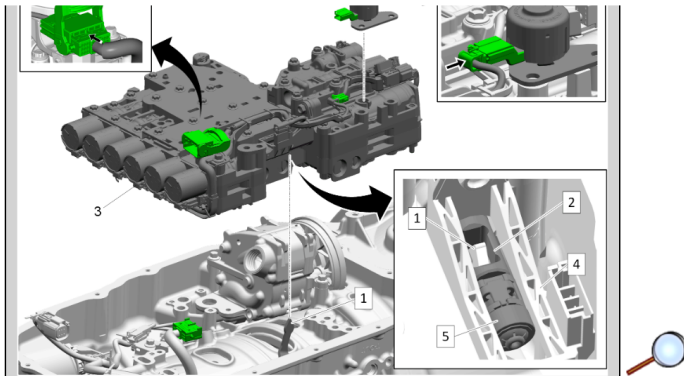
The image pictured is for a 6.6L engine RPO L8T on a Silverado HD, but could potentially be seen on others.



TRANSMISSION & DRIVETRAIN

1) Transmission Park Valve Position

DTCs P187E and/or P18AB setting after valve body assembly replacement on any vehicle equipped with a 10LXX transmission assembly with electronic shift, PRO EPH, and/or may have harsh garage shifts will need to be checked to ensure that the park release lever is correctly oriented into the B316 Transmission Park Valve Position Switch. SI Document# 5677604.



Note: Ensure the automatic transmission fluid pump seal is in the control valve body.

Caution: The Park Pawl Actuator Lever must be in the park position, fully forward position, and aligned with the slot in the piston servo prior to lowering the Control Valve Assembly into place. Contact between the switch housing or magnet carrier and the end of the Park Pawl Actuator Lever during installation can damage these components and lead to failure. This damage may not be immediately apparent and may occur during subsequent vehicle operation.

9. Place park pawl actuator lever (1) in the park position, fully forward position. The piston servo (2) opening must be positioned with the slot in the vertical position as shown. Use appropriate tool to reposition if necessary. Carefully place the control valve (3) into the transmission while avoiding contact between the switch housing (4), magnet carrier (5), and the end of the park pawl actuator lever (1). Ensure the park pawl actuator lever (1) is aligned inside the piston servo (2) opening.

Note: DTC P187E may have been present prior to VB assembly as well.

TRUCKS & CROSSOVERS

1) #PIT6015 Diagnostic Tips When Having Difficulties Programming or Adding Key Fob Transmitters

This PI has been released in SI for 2021–2023 MY trucks and SUVs.

2) Bulletin #23-NA-056: Wind Whistle Noise at Highway Speeds

This bulletin has been released in SI for 2020–2023 MY Sierra 2500HD/3500HD models.

3) Bulletin #22-NA-165: Brake Squeal Noise at Low Speeds

This bulletin is now available in SI for 2021–2023 MY Tahoe PPV models equipped with RPO 9C1.

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.

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.