



GM TECHNICAL ASSISTANCE CENTER (TAC)

Dealer Tips and New Information Newsletter

JUNE 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

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 **#PIP5358B** 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.

7) **Bulletin #23-NA-103: Information on Photographing Various Vehicle Concerns and Submitting Them to the GM** Technical Assistance Center (TAC)

This bulletin has been released in SI and is available for review. Please make sure we get explicit photos of concerns that show overall pictures and close-up, pinpoint pictures so it's easier to tell where the issue is.

ENGINE

1) Engine Replacement Recommendations

The following Service Bulletins provide recommendations on engine replacement and needed repairs during replacement.

- **Bulletin #00-06-01-026Q:** Engine Replacement After Severe Internal Engine Damage – Replace Intake Manifold
- **Bulletin #18-NA-073:** Repair Guidelines for Engine Component Wear
- **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 #22-NA-074:** Gasoline Engine Replacement Guidelines after Connecting Rod or Crankshaft Main Bearing Damage – Replace Oil Cooler, Oil Cooler Lines and Oil Tank

2) Bulletin #23-NA-061: Diagnostic Tip for Checking Exhaust System for Leaks for the L5P Engines, Malfunction Indicator Lamp (MIL) Illuminated - DTC P0402, P0421, P11D5, P20EE, P2459, P2463, P249D, and/or P249E

This bulletin has been released in SI as diagnostic assistance.

3) Engine Idle Vibration After Mount Replacement

When working on 2019 – 2022 T1XX trucks (J21 only) with an engine idle vibration after the engine mounts were replaced, check the parts catalog to ensure all associated parts that go with the new mounts are also replaced.

Example:

Part #	H	Description	Usage
85126627	L	MOUNT, ENG (SOLENOID NOT NEEDED)(ORDER T/W 85126626,85154275,85126630,85126631,11548893(X4) AND 11604169(X8)) - LH (ACDelco #85126627) (Service Lane Part)	X1 (03-43-53) 3.0 (LM2)
85126626	R	MOUNT, ENG (SOLENOID NOT NEEDED)(ORDER T/W 85126627,85154275,85126630,85126631,11548893(X4) AND 11604169(X8)) - RH (ACDelco #85126626) (Service Lane Part)	X1 (43-53) 3.0 (LM2)

TRANSMISSION & DRIVETRAIN

1) All Transmissions with Push-Button Shift Selector or "Joystick" Selector

Any P18XX Not Plausible DTCs on vehicles equipped with a transmission electronic push-button selector, or joystick, (RPO EPH) that cannot be duplicated may be a customer-induced concern. A 'soft pull,' meaning slow and not fully completed, of the selector may set a "Not Plausible" DTC. This can be confirmed by making a range selection without depressing the brake pedal. After the 8th selection, the "Not Plausible" DTC will set. The Brand Quality team is researching this concern. A "Service Transmission" message usually appears when the DTC sets. DTC P189C may set as well but will cannot be duplicated using the above test method because it takes three switches out of range to set this DTC.

2) 8LXX Transmission Clutch Learn

When working with any 8LXX transmissions, do NOT rely on the GDS data to determine when a clutch learn has completed. The GDS data is very misleading. All the GDS data will indicate is that the conditions needed to learn the clutch have been present twice. It does not mean the clutch learn has taken place. Even if the GDS data shows the clutch learns as complete, the transmission can still have unsatisfactory shifts due to unlearned clutches and it may be necessary to continue to drive the vehicle to complete the learn.

3) #PIP5926: Transmission Fluid Leak Between the Transmission and Transfer Case

This PI has been entered in SI for 2020 – 2024 Silverado and Sierra trucks.

4) #PIP5928: 10L80 Transmission Gear Whine 4th Through 7th Gear

This PI has been entered in SI for 2022 – 2023 trucks and SUVs.

TRUCKS & CROSSOVERS

1) #PIT6032: Unwanted Reduction in the Front HVAC Blower Speed

This PI has been issued for 2022 – 2023 trucks and SUVs.

ELECTRIC & HYBRID VEHICLES

1) N222378440: Service Update - I-Bar Foam/Hot Melt Seal Leaks

The service update requires replacing the cross bars between the glass roof panels. TAC has received calls asking if the bars need to be replaced if they were just replaced for a water leak. In this case, in order to complete the service update, the bars should be replaced again.

2) Customer Satisfaction N232396990 or N232396991

These procedures require replacing the drive mapping module and, on N23296990, also replacing the serial data gateway module. There is not a scenario where only the software is checked in a module.

3) 2023 LYRIQ TAC Cases

Please continue to start cases on the LYRIQ with the action center. The action center will remain active with the launch of the AWD version. TAC is working on feedback from all cases and developing Field Product Reports where needed.

4) 2024 HUMMER EV SUV

As the 2024 HUMMER EV SUV arrives at dealerships, please verify the PN being installed for the rear tow hook is 85640805. Do not use 84930570 or 86811294 because those kits contain longer bolts that will not fit in the rear bumper location of the SUV.

Failure to use the correct PN will result in the upper-left bolt to bottom out on a bracket. Damage to the bolt or vehicle will occur if torque is applied to the bolt.

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.