

## TO THE MAX



general motors

### Technician Excellence Program



Certified Service

# Achieving Success in the 2023 Technician Excellence Program

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# TO THE MAX – Achieving Success in the 2023 Technician Excellence Program



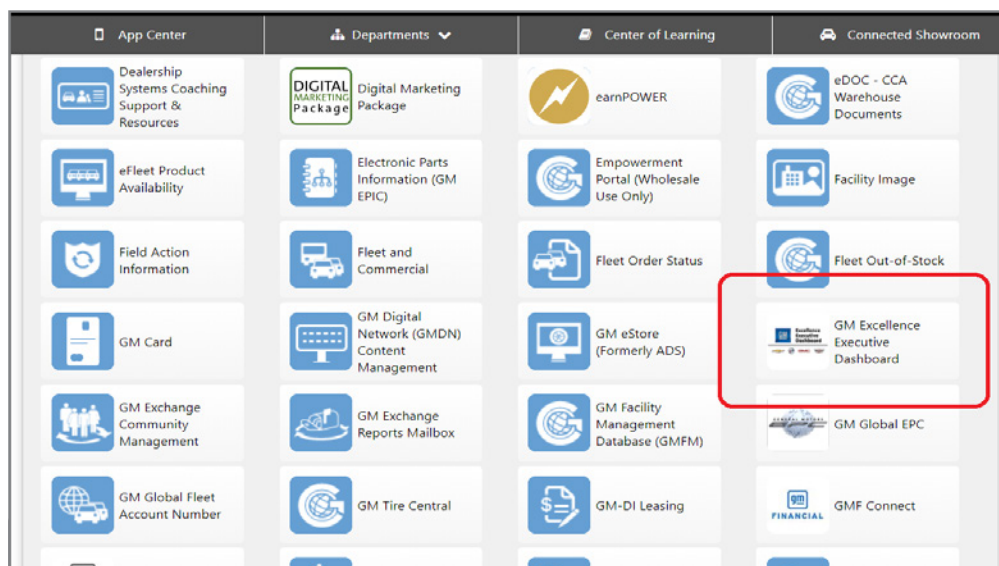
GM dealership service technicians enrolled in the 2023 Technician Excellence Program (U.S.) are recognized and rewarded quarterly for achieving Gold Certification, Master Technician Certification (MTC), or World Class Technician (WCT) status, as well as meeting other required training and service criteria. Enrolled technicians can earn quarterly earnPOWER points based on their certifications across 11 service categories. As the first quarter is drawing to a close, here are a few items to track in order to achieve more certifications and, as a result, earn more rewards.

## AWARD CRITERIA

In order to qualify for earnPOWER points, enrolled technicians must meet the following requirements:

- Must meet training requirements of Gold, Master Technician Certified (MTC), or World Class Technician (WTC). New STS training courses can be added by the Center of Learning and need to be completed prior to the end of each quarter.
- Must complete a minimum of 25 warranty repair orders (RO) per

quarter to qualify for rewards. Each enrolled technician's current count can be viewed on the Technician Excellence Dashboard, which is updated weekly. Eligible ROs include those with a technician's GM Identification Number (GMIN) paid through Global Warranty Management (GWM) that include a Warranty, Policy, Dealer-Installed Parts Warranty, Field Action, or PDI add-on (e.g., dealer-installed accessory) line.



Use the GM Excellence Executive Dashboard found in the GlobalConnect App Center to monitor your progress in the program.

The RO is counted when the RO is submitted to GWM by your dealership, not the date of the RO or when the repair was completed. World Class Technicians are exempt from the repair order count qualifier.

- Must show 100% trained in Emerging Issues at the end of each quarter.
- Must show 100% in Fundamentals at the end of the quarter.

## STAY ON TRACK

Service technicians enrolled in the Technician Excellence Program by their dealership received a confirmation email from Program Headquarters. To monitor your progress toward achieving Gold, MTC and WCT Certifications, use the GM Excellence Executive Dashboard found in the GlobalConnect App Center.

The Dashboard includes technicians' progress and earning potential for each certification as well as indicates if they've met the qualifiers of the minimum 25 RO count and 100% completion in Emerging Issues and Fundamentals. The RO count is updated weekly.

Job aids that cover all the details about each enrolled technician as well as the dealership service department team covered on the GM Excellence Executive Dashboard are available. The job aids can be accessed on the Service Technician Training, Recruiting, Retention and Recognition App on GlobalConnect or by clicking the Service Ops link on the TechLink home page. Select the Technician Recruiting, Retention & Recognition tab > Technician Excellence Program to view the job aid.

## TRAINING REQUIREMENTS

Fundamentals courses must be at 100% by the end of each quarter. By design, all Fundamentals courses are web- or video-based and can be completed in-house. They are an important first step in each technician's training plan and are required for any technician to reach Gold Certification.

In addition, Emerging Issues Seminars must be at 100% at the end of each quarter, which means that course credit has been applied for viewing the applicable Emerging Issues Seminars for each quarter.

**Monitoring Your Status in the Program**

**\$\$\$ REWARDS \$\$\$**  
Your current tracking earnPOWER Point payout potential (when all qualifiers are met)

**Excel**

**Have you met the minimum repair order count for earnPOWER rewards?**  
 < 25 RO's ❌  
 ≥ 25 RO's ✅  
 Count includes eligible RO's since Jan 3 and is updated weekly. Eligible RO's include Warranty/Policy, Field Action, PDI. Click on the RO number to see a list of included RO's.

**Have you met the qualifiers for earnPOWER rewards?**  
 In this example, the technician is up to date with 100% of Fundamentals complete in the Center of Learning, but they still have one or more Emerging Issues Seminars to view by the end of the quarter.

**Y (yes) =** your earnPOWER account is active and properly linked to the Technician Excellence Program so we can reward you!  
**N (no)**, be sure to set up your account now through the earnPOWER App on GlobalConnect!  
 Note: Your earnPOWER page will also show you a glance of where you stand in the Technician Excellence Program!

**Y (yes)** = your earnPOWER account is active and properly linked to the Technician Excellence Program so we can reward you!  
**N (no)**, be sure to set up your account now through the earnPOWER App on GlobalConnect!  
 Note: Your earnPOWER page will also show you a glance of where you stand in the Technician Excellence Program!

**\$\$\$ REWARDS \$\$\$**  
 The \$2,500 WCT My Rewards allowance will appear on qualified My GM Rewards accounts in early Q1. Technicians who achieve WCT status later in the year will receive their allowance at the end of the earning quarter.

**World Class Technicians (WCTs) must show a Y (yes) here**, which confirms that your My GM Rewards account is established and properly linked to the Technician Excellence Program. Not yet enrolled? Enroll now at [mygmrewards.com](http://mygmrewards.com).

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 The \$2,500 WCT My Rewards allowance will appear on qualified My GM Rewards accounts in early Q1. Technicians who achieve WCT status later in the year will receive their allowance at the end of the earning quarter.

**Job aids are available that review all the details about each enrolled technician.**

Tech Level	Master	SAAS GM	SAAS DEALER	Category Name	Completion Percentage	Gold Tech Certified	Gold Qualified	Master Tech Certified	Master Qualified
1	100%	100%	100%	1. Advanced Transaxle/Transmission	100%	Y	Y	Y	Y
2	100%	100%	100%	2. Brakes	100%	Y	Y	Y	Y
3	100%	100%	100%	3. Diesel Engine Performance	100%	Y	Y	Y	Y
4	100%	100%	100%	4. Electronics/Electronics	100%	Y	Y	Y	Y
5	100%	100%	100%	5. Hvac	100%	Y	Y	Y	Y
6	100%	100%	100%	6. Inboard/Outboard/Clutch	100%	Y	Y	Y	Y
7	100%	100%	100%	7. Wheel/Steering/Chassis	100%	Y	Y	Y	Y
8	100%	100%	100%	8. Wheel/Steering/Chassis	100%	Y	Y	Y	Y
9	100%	100%	100%	9. Wheel/Steering/Chassis	100%	Y	Y	Y	Y
10	100%	100%	100%	10. Wheel/Steering/Chassis	100%	Y	Y	Y	Y

## EARNPOWER AND MY GM REWARDS POINTS

Technicians who meet the qualifiers will receive earnPOWER points each quarter based their highest level of certification:

- Gold Certification – Earn up to 500 earnPOWER points per quarter.
- Master Technician Certification – Earn up to 1,000 earnPOWER points per quarter.
- World Class Certification – Earn up to 1,500 earnPOWER points per quarter.
- In addition, technicians who are World Class Technician-certified and current on all training will earn 250,000 My GM Rewards points (valued at \$2,500) annually.

Points can be applied toward a number of options, including certified service, parts, accessories or an eligible, new GM vehicle purchase or lease. My GM Rewards points are not stackable with the Dealership Employee Discount on a new vehicle purchase, although a negotiated purchase may provide satisfactory savings, especially after the first year. Member enrollment is required to receive points and all World Class Technicians within My GM Rewards are classified as “Silver” status upon account activation in the program. Refer to the program guidelines for complete details.

At the conclusion of each quarter, all program criteria is reviewed to ensure all quarterly requirements have been met. With this information, GM Program Headquarters determines participating dealers’ service technicians’ qualifications for the quarter.

World Class My GM Rewards Timing Eligible participating dealers’ World Class Technicians with a validated My GM Rewards account who have met the quarterly training requirements will receive the annual My GM Rewards points according to the schedule shown.

**TIP:** Technicians can verify that their earnPOWER account is fully set up by looking for the green check mark.

## LATEST GUIDELINES AND FAQs

The 2023 Technician Excellence Program Guidelines is accessible via the Technician Excellence Dashboard. Select “Guidelines” in the menu on the Dashboard. It includes additional information as well as answers to frequently asked questions.

For more information about the Technician Excellence Program as well as training opportunities in your dealership, talk with your dealership service manager.

► Thanks to Patti Marino

earnPOWER Points		
Quarter	Quarterly Dates	Estimated Issuance Date
Quarter 1, 2023	January 4, 2023 – March 31, 2023	July 2023
Quarter 2, 2023	April 1, 2023 – June 30, 2023	October 2023
Quarter 3, 2023	July 1, 2023 – October 2, 2023	January 2024
Quarter 4, 2023	October 3, 2023 – January 2, 2024	April 2024

My GM Rewards Points		
Quarter	Quarterly Dates	Estimated Issuance Date
Quarter 1, 2023	January 4, 2023 – March 31, 2023	April 2023
Quarter 2, 2023	April 1, 2023 – June 30, 2023	July 2023
Quarter 3, 2023	July 1, 2023 – October 2, 2023	October 2023
Quarter 4, 2023	October 3, 2023 – January 2, 2024	January 2024

# New Battery Cell Chemistry Identification

Before replacing a high voltage battery pack or battery section on 2017-2023 Bolt EV and 2022-2023 Bolt EUV models, the battery pack must be correctly identified.

Due to manufacturing changes in cell chemistry, some mid-model 2023 Bolt EV and EUV vehicles will be built with N2.2A chemistry cells in the battery pack. N2.2A cells cannot be used in 2017-2023 models designed for N2.2 cells, and N2.2 cells cannot be used in vehicles designed for N2.2A cells. The two N2.2A and N2.2 cell chemistries also cannot be mixed within a pack.

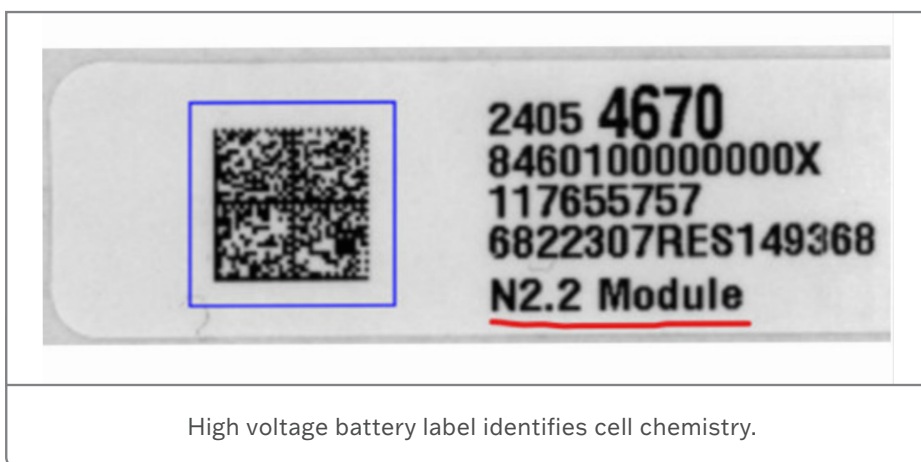
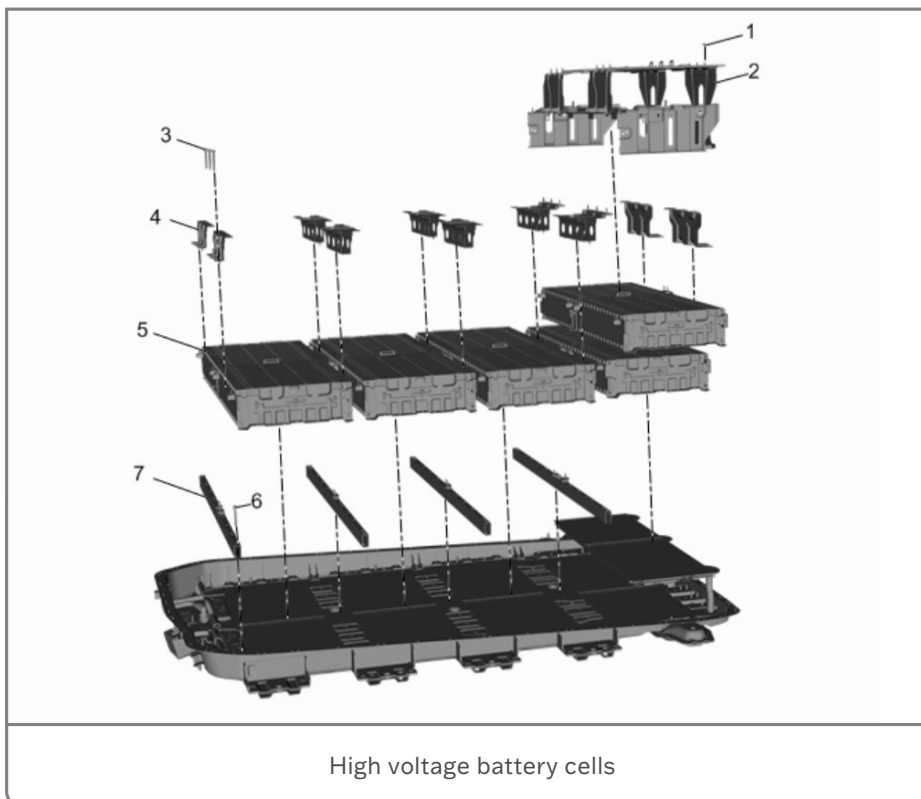
N2.2A packs must be repaired only with N2.2A sections and N2.2 packs must be repaired only with N2.2 sections. Individual sections will have a label designating N2.2 or N2.2A.

Be sure to identify the correct part number before ordering and installing a replacement battery pack or battery section. Check the Investigate Vehicle History (IVH) RPO list for each VIN to identify if a vehicle is built with N2.2A chemistry. Look for RPO EKZ in the Vehicle Build section. RPO EKZ was introduced as a mid-year change for the 2023 model year.

Also check the label on the exterior of the high voltage battery packs that designate either N2.2 or N2.2A chemistry. Verify the part number and check the label on the battery to ensure that the correct chemistry is being installed into the vehicle.

For additional information, refer to Bulletin #23-NA-051.

► Thanks to Jason Breed



# FSE Technician

## RECOGNITION AWARDS

### 1ST QUARTER 2023

The GM Field Service Engineer (FSE) Technician Recognition Awards (U.S.) celebrate the skill and dedication of dealership technicians who have recently worked with FSE's on challenging repairs.

Technicians at GM dealerships are selected for recognition based on a variety of factors, including their focus on safety, customer satisfaction, personal accountability, training achievements, diagnostic abilities and the level of repair documentation.

Each recognized technician receives a Service Excellence magnetic plaque and an Excellence in Service Award certificate.



### 1st Quarter 2023 Technician Recognition Award Winners



**Technician:** Adam Bryant

**Dealership:** Quirk Chevrolet, Portland, Maine

**FSE:** John Vaccarello

#### Service Excellence:

Adam recently worked a shudder/skip case on a 2020 Silverado. Adam went out of his way to road test the vehicle with the customer several times to help pinpoint the exact conditions needed to duplicate concern. All of Adam's preliminary work prior to the arrival of FSE John Vaccarello made it much faster and easier to identify the concern. Adam's attention to detail and pride in what he does really shines through. He always demonstrates our "Think Customer" behavior!

#### Service Excellence:

Toby truly deserves recognition as a GM tech for 20-plus years who takes pride in his career. The integrity that Toby displays on a daily basis is impressive as he leaves no stone unturned. Toby understands the TAC process and he uses all GM-approved resources to diagnose and repair GM vehicles.

He recently worked with FSE Deshon Antoine on a water leak condition on a 2022 Sierra. Every idea that Deshon brought forth to find the water leak Toby had already attempted. The last option was to remove the windshield and inspect the spot welds that Toby had suspected even before Deshon arrived at the dealer. They removed the windshield and sealed the spot welds, which repaired the water leak. Working with Toby is refreshing, knowing that he always does his part to the fullest extent.



**Technician:** Toby Chixarro

**Dealership:** Vendetti Motors, Inc., Franklin, Massachusetts

**FSE:** Deshon Antoine



**Technician:** Josh Ritter

**Dealership:** Wind Gap Chevrolet, Wind Gap, Pennsylvania

**FSE:** Paul French

### Service Excellence:

Josh exemplifies the best of the best of young talent in the automotive industry. He has a tenacious spirit when diagnosing difficult problems that leads to accurate repairs. During diagnosis of a Silverado with a faulty input speed sensor, Josh reached out to FSE Paul French several times to confirm that he was on the right path. With a little encouragement, Josh stayed on the correct path and completed the diagnosis and repair of the vehicle. His diligence saved Paul from making a visit to the dealership and got the vehicle back to the customer in a timely manner.



**Technician:** Kevin Linares

**Dealership:** Lindsay Chevrolet, Woodbridge, Virginia

**FSE:** Russell Ringling

### Service Excellence:

Kevin has repeatedly demonstrated "It's on Me" behavior with his positive attitude and thoroughness while working on challenging technical issues. As an entry level technician, Kevin has worked through some difficult vehicle issues, including intermittent GMLAN short-to-ground diagnostics and engine noise concerns. These advanced tasks would normally be completed by more experienced technicians, but Kevin stepped up to the challenge.

Kevin recently completed a 2023 LM2 diesel engine crankshaft removal for a TAC case that supported Brand Quality's repair vs. replace inspection requirements. Kevin's dedication to this difficult task helped get the vehicle back into service as quickly as possible.



**Technician:** Ryan Staffeld

**Dealership:** Wallace Chevrolet, Stuart, Florida

**FSE:** Zack Evans

### Service Excellence:

Ryan always impressed with his expert knowledge and professionalism. Recently, another technician at Ryan's dealership was working on a very intermittent condition that could not be duplicated. The customer's concerns were explained to Ryan in passing when FSE Zack Evans arrived at the dealership. Zack had spent about an hour testing various areas of the vehicle when Ryan approached to say that he had remembered another vehicle with similar issues. Ryan went out of his way to show Zack a chafed area of a wiring harness that ended up being the cause of the issue. Not only were they able to repair the vehicle quickly, but they also submitted a detailed Field Product Report to prevent this same issue in the future. Ryan's attitude with helping his fellow technicians is a perfect example of our "One Team" philosophy.



**Technician:** Dave Radke

**Dealership:** Roe Buick, Grand Island, Nebraska

**FSE:** Robert Bridges

### Service Excellence:

Dave displayed a high degree of professionalism on a recent TAC case working with FSE Robert Bridges. Dave is getting close to retirement and yet continues to learn and embrace new technology. He was working on a 2021 Tahoe that had an intermittent battery draw. Randomly, he could see that the BCM was not going to sleep. When visiting the dealership, Robert used V-Spy to rule out some of the things that were not causing the problem. After this, Dave was able to focus on the areas where the actual problem was occurring.

During the process Dave learned to use the PicoScope and immediately saw its value in his work. Due to the intermittent nature of the problem, Dave documented the voltages on all circuits at the BCM. With his findings, Dave and Robert were able to pinpoint the circuit that was out of spec. From Dave's organized methods of keeping track of a complex problem, he was able to persevere and determine it was necessary to replace the driver's door latch to correct the concern.



**Technician:** Chris Largent

**Dealership:** Landers Chevrolet, Norman, Oklahoma

**FSE:** Gregg Brinlee

### Service Excellence:

Chris has been a technician for General Motors since 1987 and a GM World-Class Technician since 2003. FSE Gregg Brinlee first met Chris in 1992 when Chris started at a dealership. Chris always has a great attitude and desire to repair vehicles right the first time. And he is always willing to help train new and upcoming technicians; so anyone who is willing to learn and listen, Chris is ready to help.

One case that Gregg worked on with Chris was a 2022 Tahoe with a 3.0L LM2 diesel engine. The vehicle had a random fish bite sensation that would only occur once or twice every 100-250 miles. Chris took it upon himself to contact the customer to learn more about the concern in the customer's own words. He also took the vehicle on an extensive test drive to try and duplicate the customer's concern. After the concern was duplicated, they determined which part to replace and repaired the vehicle. Chris has helped root cause numerous GM vehicle issues and has submitted high quality Field Product Reports throughout his career.

► **Thanks to Hank Poelman**

# MDI 2 Manager Software Update

A new software update for the MDI 2 Manager is continuing to roll out to GM dealerships (U.S.) The staggered rollout of the new MDI 2 Manager software (version 9.1.1766.85) includes several enhancements, including a change to the PC D-Link dongle driver (used in wireless point-to-point mode) to help improve some of the MDI 2 connection issues that technicians may be experiencing.

The update for the MDI 2 Manager application software, which allows the MDI 2 to communicate with the host computer, should automatically download and install when opening Techline Connect (TLC).

The initial rollout of the software update included a select list of dealers from several states. Additional dealers in other states will be added every week over the next month.

When the update becomes available to your dealership, the MDI 2 Manager update will begin when logging in to Techline Connect. As a user, full administrative rights are needed to install the update. If encountering issues with the MDI 2 Manager update not installing or functioning properly, right click on the TLC icon on the desktop and select "Run as administrator."



MDI 2

Any questions about the software update should be directed to the Techline Customer Support Center (TCSC) at 1-800-828-6860.

► Thanks to Chris Henley



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**Publisher:**  
Ravishankar Bommanahally  
GM Customer Care and Aftersales

**Editor:**  
Chris Henley  
GM Customer Care and Aftersales

**Technical Editor:**  
Mark Spencer  
mspencer@gpstrategies.com

**Production Manager:**  
Marie Meredith

**Creative Design:**  
5by5 Design LLC  
dkelly@5by5dzn.com

**Write to:**  
TechLink  
PO Box 500, Troy, MI 48007-0500

**GM TechLink on the Web:**  
GM GlobalConnect

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