



GM TECHNICAL ASSISTANCE CENTER (TAC)

Dealer Tips and New Information Newsletter

JULY 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.

8) Bulletin #99-00-89-019X: Global Warranty Management (GWM) Warranty Parts Center (WPC) Parts Return Program Information

Please return all requested parts when asked. Not returning the requested or failed part, even if it seems minor, can result in feedback to your dealership.

ENGINE

1) Engine Replacement Recommendations

For engine replacement cases, please review the following bulletins:

- **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) #PIP5936A: 2024 Duramax Diesel 6.6L L5P P24A4 P2463

This PI has been published and is now available in the Service Information.

3) #PIP5935: 6.6L (L5D) Diesel Engine Restriction

A PQC restriction has been started for 2019-2023 MY Medium-Duty Truck L5D engines.

4) 2016 – 2024 MY HFV6 Gen2 Engines Thermostat Replacement

There has been a change to the procedure and warranty labor time for the thermostat replacement. It is no longer necessary to remove the fuel injector rails to perform this repair. Make sure to check SI for the correct procedure and labor time.

5) Bulletin #23-NA-115: Ticking, Tapping or Snapping Noise from Engine - 5.5L RPO LT6 Realign Camshaft Caps as Required

This bulletin is available for the 2023 Corvette with the 5.5L engine.

TRANSMISSION & DRIVETRAIN

1) 2020 - 2023 Silverado/Sierra 2500HD/3500HD 10L1000 (MGM) (MGU) Holding Fixture

A bulletin is in process for the following concern:

Concern: Some technicians may experience a situation in which Holding Fixture DT-48307 will not install on to the transmission.

Cause: Manufacturing variation is contributing to difficult installation of the DT-48307 Holding Fixture to the transmission.

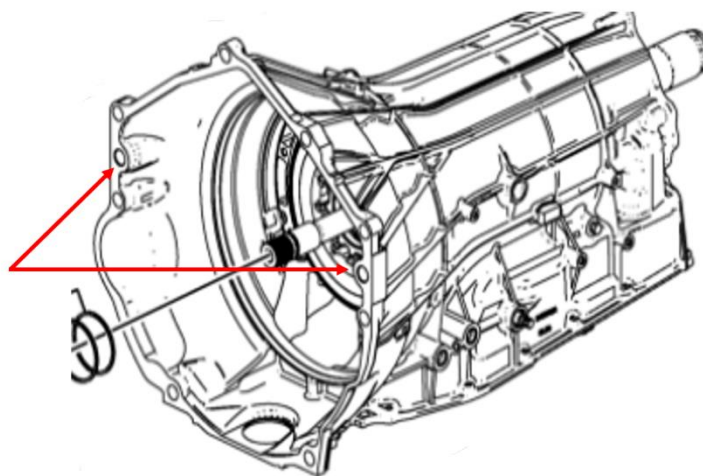
Correction: If you experience difficulty installing Special Tool DT-48307 Holding Fixture, the following steps will assist with installation.

- A. Screw the threaded lug out until it is flush with the main frame of the tool.
- B. Install the lug of the arbor side of the tool into one of the support lugs on the transmission case. If the tool will not drop down onto the opposite side support lug, swap the DT-48307 from side to side. If that does not resolve the installation issue, follow the remaining steps.
- C. Use a soft-faced mallet or hammer to tap the threaded side frame of the DT-48307 to align with the center of the support lug on the transmission.
- D. Attempt to screw the threaded lug into the case of the transmission. If unable to screw the threaded lug by hand, the main frame needs adjusting with the soft-faced mallet to obtain proper alignment.
- E. The threaded lug of the DT-48307 should turn into the support lug of the transmission by hand at least 3/8 inch.

2) 8L45 and 8L90 Core Damage

A large number of 8L45/8L90 transmissions are being returned with physical damage to the torque converter housing area. The damage may be caused by the transmission-locating dowels being frozen in the housing due to corrosion. We are asking that technicians take more care in removing these transmissions.

The transmission alignment-dowel holes, shown here, may be in different locations, depending on the engine platform.



Access to the dowels, shown below, may be affected by how the vehicle is being used, along with environmental issues in northern states, which can add to the amount of corrosion.

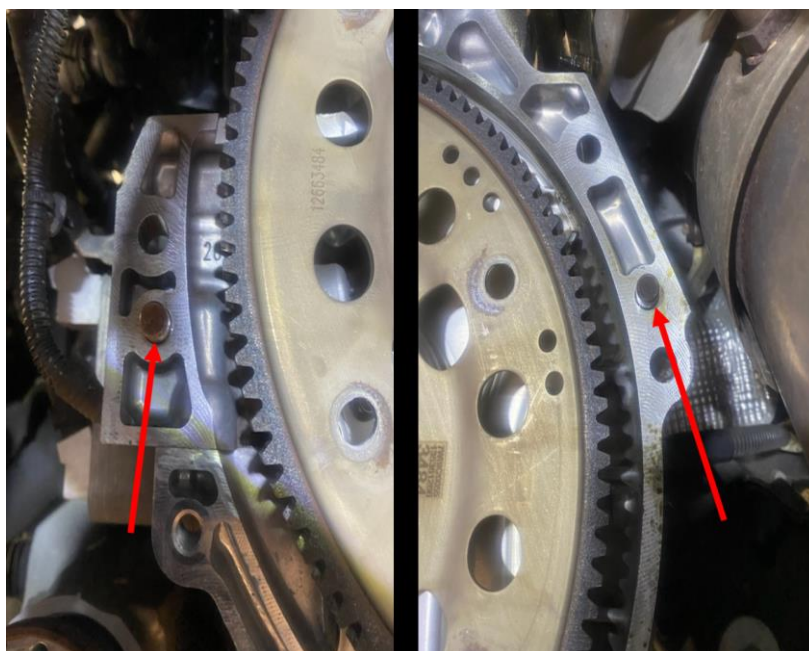
These two photos are of different sides of the transmission on the same vehicle. Each shows different amounts of corrosion.



To address the corrosion, use a rust or corrosion release agent prior to removal.

If the transmission is secured to the engine after all bolts have been removed, it may be necessary to rock the tail housing area of the transmission up and down to help release it. In extreme conditions, some form of heat may need to be applied to the area. It's recommended to use an inductive-type tool rather than an open-flame torch.

The alignment dowels are located on the left and right side of the engine block, shown below, where it mates with the transmission. In some cases, the dowels may come out of the engine block and need to be reinserted in the block. Always verify the dowels are in place prior to reinstalling the transmission.



Following are several examples of returned cores that were damaged.



3) Speed Sensor Condition on All Models Equipped with the 10L1000 and 10LXX Transmission

If speed sensor DTCs and performance DTCs set, correct the speed sensor DTC first. Any speed sensor concern will create a performance DTC. A session log review of the speed sensors may help.

TRUCKS & CROSSOVERS

1) T1 Trucks and SUVs with IOK Radios

When replacing an IOK radio on T1 trucks and SUVs, the display may have 3 grey lines on it, which will fade out and go away completely after an hour or two. The vehicle does not have to be on for this time. The lines will go away rather quickly, do not return, and do not affect radio performance. This should be considered normal.

PERFORMANCE CARS

1) 2024 MY Camaro New Model Features

A bulletin will be released soon with details on the new (and last) Camaro model features.

ELECTRIC & HYBRID VEHICLES

1) #PIC6511 Diagnostic Tip - Unwanted Park Assist Indication

This PI is now available in SI.

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.