



# GM TECHNICAL ASSISTANCE CENTER (TAC)

## Dealer Tips and New Information Newsletter

SEPTEMBER 25, 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.

Also, when returning major components, be diligent to reassemble the cores so as not to cause damage.

# 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) **Bulletin #23-NA-141: Information on Engine Block Cracked at Head Bolt Hole Locations**

This bulletin is now published and available in SI. Keep in mind, this also applies to reassembled engines sent back for core. Engines that have been put back together without cleaning the bolt holes may cause the block to crack. Engines returned with damage to the block are no longer a viable core and cannot be reused.

## 3) **#PIP5939: SES Lamp With DTC P0315**

This PI is now available in SI for the 2023 Corvette Z06 with the 5.5 LT6 engine.

## 4) **#PIP5940 Information on Change of Procedure for Thermostat Replacement on HFV6 Gen 2 Transverse-Mounted Engines.**

This procedure was changed due to parts being replaced that are not needed. The current part 12678779 will no longer be used for thermostat replacement. It will be available for pipe leak replacement only. The labor time also has been changed. The new PI will be available after October 1, 2023.

5) **Bulletin #23-NA-170: Diagnostic Tips for Seized Engine or Engine Noise**

This bulletin replaces #PIP5900 and adds model years and vehicles.

## TRUCKS & CROSSOVERS

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1) **Upcoming PI: Service the Brake Assist™ DIC Message along with DTC C2A17**

Subject: 2023 Chevrolet Colorado/GMC Canyon

Condition: A vehicle may have a customer concern of a Service the Brake Assist DIC message along with DTC C2A17, with the brakes working as designed.

Cause: Pressure sensor drift with offset greater than 0.5 bar and setting C2A17 with no brake telltales (brakes working as designed).

Correction: This concern is caused by a software anomaly that will be addressed in an upcoming OTA. Please Do Not perform any repairs at this time. Clear the DTC and return the vehicle to the customer.

Engineering is working on an Over the Air/OTA calibration to be released for this concern. When the OTA is released, the PI will be removed from the system.

## ELECTRIC & HYBRID VEHICLES

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1) **Bulletin #23-NA-151: High Voltage Battery Core Return Shipment Criteria**

This bulletin is now available in SI for all Ultium battery returns. Please review. Some action will be needed before battery is removed.

2) **New Battery Service Center**

GM has added a new battery service center that will be handling Ultium Battery orders. Bulletins and PI's will be updated soon.

# 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.