



# GM TECHNICAL ASSISTANCE CENTER (TAC)

## Dealer Tips and New Information Newsletter

NOVEMBER 17, 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) Service Information Bulletin/Campaign Lookup Tool Issue

There is an emerging issue in SI where the Bulletin/Campaign lookup tool will not bring up some documents. The SI team is aware of the concern and is working to correct it. In the meantime, you can still access the documents by looking them up by keyword and VIN.

## 2) Closing TAC Cases

If the case you are working with has been closed, please start a new case with the front page filled out. In the template area, put the original case number and that you would like to work in that case. Call into TAC using the new case number and TAC can then reopen the original case and start working from there.

**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.

## 3) 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.

## 4) 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.**

## 5) 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.

## 6) 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.

## 7) 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.

## 8) 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.

## 9) Bulletin #99-00-89-019Y: Global Warranty Management (GWM) Warranty Parts Center (WPC) Parts Return Program Information - UPDATED OCT. 3, 2023

PLEASE REVIEW STEP 4 for service agent requirements. Per this bulletin, 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 when reassembling the cores so as not to cause damage.**

# ACTION CENTERS

## 1) Current Action Centers

There are currently four active Action Center vehicles being tracked. Please be sure to start a TAC case on the following vehicles for tracking purposes:

- **2023 and 2024 Cadillac LYRIQ**
- **2024 Chevrolet Blazer EV -**

From the ETA SME: As the Blazer EV Action Center continues to run, thanks for all that have started cases on Blazer EV issues. The factory and top leadership review every case and, because of your feedback, we have been able to quickly identify several issues, which has allowed us to provide solutions faster than just waiting for warranty data to come back. Your continued support is greatly appreciated.

- **2024 Buick Envista**
- **2024 Silverado EV**

# 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

# TRANSMISSION & DRIVETRAIN

## 1) #PIE0767: Engineering Information - Noise Heard from Transmission Area

This engineering information bulletin is available is SI for vehicles with the number in IVH.

# TRUCKS & CROSSOVERS

## 1) Bulletin #21-NA-270: Vibration Caused by Tires

The model years and service procedure in this bulletin have been updated.

# PERFORMANCE VEHICLES

## 1) Bulletin #23-NA-172: Manual Transmission Pops/Jumps Out of Third Gear After Shifting and During Acceleration

This bulletin has been released for the 5th and 6th Gen Camaros as well as most of the C6 Gen Corvettes, among other cool cars. This is for a concern where the transmission may pop out of third gear during a power run. These are transmission replacements if the build dates line up, as they were incorrectly built.

## 2) **Bulletin #23-NA-178: Malfunction Indicator Lamp (MIL) Illuminated - Multiple DTCs Set**

This bulletin has been released and is available in SI for 2023 MY Corvette with the 5.5L engine and M1M transmission.

# ELECTRIC & HYBRID VEHICLES

## 1) **#PIT6078: Front and/or Rear Windows Inoperative**

This PI is now available in SI for the 2024 Blazer EV.

## 2) **#PIT6068A: Service Driver Assist B1A05**

This PI is now available in SI for the 2024 Blazer EV.

## 3) **#PIT6071: Service Driver Assist System Message U3000**

This PI is now available in SI for the 2024 Blazer EV.

## 4) **#N232428190: Customer Satisfaction Program - Module Calibration Causing 12V Battery Drain**

This field action is now in effect for 2024 Blazer EV vehicles marked in IVH with "Open" for this number.

## 5) **2024 Blazer EV Radio**

On the Blazer EV, the radio off screen may look like a blank screen and only the Apps disappear, but the background stays the same. If this occurs, try quickly double tapping the screen to turn it on.

## 6) **Service Mode on Passive Start Vehicles (Blazer EV and Silverado EV)**

In order to get a Passive Start vehicle into Service Mode, leave the driver's door open and press the accelerator pedal 3 times in a row.

## 7) **Bulletin #18-NA-180: High-Voltage Battery Exchange Process and Transaction Submission Information**

This bulletin is now available in SI and provides a guide to other bulletins for high-voltage battery ordering.

# INFOTAINMENT

## 1) Bulletin #23-NA-183: Radio Software Version Y171 - Multiple Updates

This bulletin is now available in SI and takes the place of #PIT5999 and #PIT6032.

# 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.