



# GM TECHNICAL ASSISTANCE CENTER (TAC)

## Dealer Tips and New Information Newsletter

OCTOBER 20, 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 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 we 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.

## 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 #99-00-89-019Y: 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 three 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
- 2024 Buick Envista

## 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.

# TRANSMISSION

- 1) 2024 HD Trucks Equipped with a 6.6L Gas Engine and a 10L1000 Transmission with DTC P060C
  - A. Clarify if the DTC is set in the ECM, TCM or both.
  - B. Clarify if the DTC set during an aborted transmission Service Fast Learn (SFL) attempt.
  - C. DTC should clear. If it does, then DO NOT attempt the SFL, just complete the Transmission Adaptive Pressure Reset procedure. It is not recommended to replace the module at this time.
  - D. Clarify if the DTC cleared, and if the transmission is now operating as designed.
  - E. If there are still concerns, start a TAC case and ask for it to be escalated to an ETA.

# TRUCKS & CROSSOVERS

## 1) New Service Information Feature in Power Distribution Schematics

A new SI feature shows a module's High Side Drivers in the Power Distribution Schematics. See below for an example for the 2024 model year. This information can be helpful to determine what outputs from the module could be shorted when diagnosing an open/blown fuse that feeds a module.

**Service Information**  
2024 Chevrolet Silverado 2500 HD/3500 HD - 4WD | Silverado 2500HD/3500HD Service Manual 16637297 | Power and Signal Distribution | Wiring Systems and Power Management | Schematic and Routing Diagrams | Document ID: 6152094

### Power Distribution Schematics

- Figure 13: F86UA and F88UA Fuses
- Figure 14: F87UA, F90UA, and F92UA Fuses
- Figure 15: F1DL, F6DL, F14DL, F17DL, and F23DL Fuses
- Figure 16: F9DL, F12DL, F16DL, F20DL, and F22DL Fuses (LSP) (LSP)
- Figure 17: Instrument Panel Wiring Harness Junction Block - Auxiliary (LSP) (LSP)
- Figure 18: Instrument Panel Wiring Harness Junction Block - Right - B+ Bus
- Figure 19: CB1DR Circuit Breaker, F26DR, F30DR, and F32DR Fuses
- Figure 20: F1DR, F2DR, F6DR, F8DR, F25DR, F31DR, and F33DR Fuses
- Figure 21: F4DR, F5DR, F10DR, F11DR, F12DR, and F54DR Fuses
- Figure 22: F17DR, F22DR, F42DR, F44DR, F45DR, and F56DR Fuses
- Figure 23: F48DR, F49DR, F55DR, and F57DR Fuses
- Figure 24: Body Control Module High Side Drivers - F11UA Fuse
- Figure 25: Body Control Module High Side Drivers - F31DR Fuse - 1 of 2
- Figure 26: Body Control Module High Side Drivers - F31DR Fuse - 2 of 2
- Figure 27: Body Control Module High Side Drivers - F33DR Fuse
- Figure 28: Body Control Module High Side Drivers - F49DR Fuse
- Figure 29: Lighting Control Module High Side Drivers - F7UA Fuse
- Figure 30: Lighting Control Module High Side Drivers - F10UA Fuse
- Figure 31: Lighting Control Module High Side Drivers - F30UA Fuse
- Figure 32: Lighting Control Module High Side Drivers - F31UA Fuse - 1 of 2
- Figure 33: Lighting Control Module High Side Drivers - F31UA Fuse - 2 of 2
- Figure 34: Lighting Control Module High Side Drivers - F4DR Fuse
- Figure 35: Lighting Control Module High Side Drivers - F5DR Fuse - 1 of 2
- Figure 36: Lighting Control Module High Side Drivers - F5DR Fuse - 2 of 2
- Figure 37: Lighting Control Module High Side Drivers - F10DR Fuse - 1 of 2
- Figure 38: Lighting Control Module High Side Drivers - F10DR Fuse - 2 of 2

2) **#PIC6523: Diagnostic Tip – Window/S Inoperative, 2024 Trax and Envista**

This PI is now available in SI.

3) **#PIC6509B: Eyebolt Covers Not Retaining - Missing or Eyebolt Missing at PDI – 2024 Encore GX, Envista, Trailblazer, Trax**

This PI is now available in SI.

4) **#PIC6521A: Hands-Free Liftgate Inoperative/Settings Turn Off After Ignition Cycle – 2024 XT4**

This PI is now available in SI.

## 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) **N232413120: Safety Recall - Driver Front Airbag Inflator May Rupture**

This recall is released in SI and parts are currently available for the 2013 Camaro, Sonic and Volt that require a jet black-colored airbag. Parts are NOT yet available for all the other variations. Parts have been scheduled to arrive shortly.

3) **#PIE0763: Engineering Information - Rear Compartment Lid Does Not Open and/or Opens Intermittently**

This PIE has been put into the system as an Engineering investigation for 2023–2024 Camaros with a concern where the rear compartment lid may not open correctly. Technicians with one of these cases should call the engineer listed in the PIE.

4) **Bulletin #23-NA-156: Information on M1L Automatic Transmission Production Running Changes**

This bulletin has been released in SI for all 2020–2023 C8 Corvettes after VIN P5137263.

## 5) Bulletin #23-NA-171: Camshaft Position Learned Values Reset Not Available - ECM Replacement Required

This bulletin has been released in SI for the 2023 Corvette with the 5.5L LT6 engine.

## 6) 2024 MY Corvette Convertible Top Changes

The following sensors have been deleted on the 2024 MY. Be mindful of the change from previous years.

B370U - SI = Folding Top Front Latch Striker Roof Closed Unlocked Sensor, GDS2 = Roof Closed Sensor (B1A4D)

B371 - SI = Folding Top Side Rail – Roof Panels Closed and Locked Sensor, GDS2 = Roof Panels Closed & Locked Sensor (B19E0)

B373 - SI = Folding Top Side Rail – Roof Panels Stowed Sensor, GDS2 = Roof Panels Stowed Sensor (B19E1)

# 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.