



# GM TECHNICAL ASSISTANCE CENTER (TAC)

## Dealer Tips and New Information Newsletter

DECEMBER 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) REQUIRED PROCEDURE for Diagnosing 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) REQUIRED PROCEDURE for Diagnosing Vibration Concerns

Following the procedures in **#PIP5601A** Vehicle Vibration Diagnosis and TAC Requests For Assistance With Vibration Related Complaints is a REQUIREMENT for vibration cases to TAC.

## 8) 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.

## 9) 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.

## 10) 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 -**

A message from the Blazer EV Action Center team: As the Blazer EV Action Center continues to run, thanks to 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 Silverado EV** (started November 20, 2023)

# 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) FYI on LM2 and LZ0 Diesel Engines

For the LM2 and the LZ0 diesel engines, it is normal for the #3 fuel pressure regulator circuit test status to read a malfunction. A rule of thumb is, if there isn't a code for a shorted circuit, suspect it is a glitch in the software.

# TRANSMISSION & DRIVETRAIN

## 1) Transmission Oil Filter Change

The 6L50 (MYB), 6L80 (MYC) and 6L90 (MYD) Transmission Oil Filter and Seal Kit, part number 24236933, is currently transitioning from a kit to the filter and seal being sold individually. This is being done to improve packaging efficiencies.

Filter Part Number 24236517 and Seal Part Number 24225347 will need to be ordered separately to obtain both pieces.

Current service procedures require that the seal be replaced any time the filter is removed.

The Electronic Parts Catalog (EPC) is being updated to reflect these changes.

## 2) 2023 and 2024 Low Cab Forward Aisin Transmission (RPO IR7)

2023 and 2024 LCF models equipped with the Aisin trans assembly (RPO IR7) that have shift solenoid DTCs, suspect engine and/or chassis ground connections. Frame ground connections are most suspect, may be loose, and/or may have foreign material between the eyelet and the grounding surface.

### **3) 2024 10L1000 Transmission with 6.6L Engine**

The 10L1000 transmission in a 2024 vehicle equipped with a 6.6L L8T gasoline engine will launch in 1st gear at all times. This is a different operation than a L5P diesel-equipped vehicle. SI is being updated.

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

This engineering investigation is now in SI and available for 2023 and 2024 C8 Corvettes with the M1L transmission.

## **TRUCKS & CROSSOVERS**

### **1) 2024 HD T1XX Trucks**

When working on a 2024 HD T1XX truck, be aware that there is a GDS2 issue with the left- and right-rear wheel speed sensor MPH data parameters being backward in the ABS data list. This will be addressed soon in a GDS update.

### **2) #PIC6530: Headlights - DRLs - All Lights Flash Off and On**

This PI is now available for the 2024 Trax.

### **3) #PIC6532: Rattle or Vibration Noise Coming from Upper Dash - Windshield Area While Driving**

This PI is now available for the 2024 XT4.

### **4) #PIC6509C: Eyebolt Covers Not Retaining - Missing or Eyebolt Missing at PDI**

This PI is available and updated for 2024 Encore, Envista, Trailblazer and Trax.

### **5) 2021 - 2024 Trailblazer Rear Door Weatherstrip Coming Loose**

There will be a bulletin released soon for this concern, which affects both rear doors. The repair will be to add weatherstrip adhesive in conjunction with the retaining clips. The bulletin will show where to add the adhesive.

The current instructions are: Clean the body and weatherstrip. Then, using 3M Black Super Weatherstrip and Gasket Adhesive, apply small 1/8-inch dots every 1-to-2 inches along both the inner flange and the weatherstrip. Reseat the weatherstrip. Use painter's tape to secure the weatherstrip for 90 minutes to let the adhesive cure. Once cured, remove the tape, and ensure the adhesive will hold. Refer to Rear Side Door Window Outer Weatherstrip Stripe Replacement.

# PERFORMANCE VEHICLES

## 1) **#23-NA-200: Diagnostic Aid for Misfire Diagnostics Displaying Incorrect Cylinders for Certain OBD Monitors Reported in Mode 6**

This bulletin has been released for 2023 Z06 Corvette only. Certain ECM software calibrations may incorrectly report out which cylinders are experiencing an actual misfire concern. This can easily lead to incorrect diagnosis.

## 2) **2024 Corvette Front Compartment Lid**

A new power pull-down motor has been added to ALL 2024 Corvettes for the front compartment lid. SI calls the controlling module for this lid the K241 Powertrain Compartment Cover Module and the front latch pull-down motor is now designated as the M144 Powertrain Compartment Cover Cinch Latch Motor.

These are the names of the components in the front and rear lid systems on this car:

- K241 Powertrain Compartment Cover Module
- M144 Powertrain Compartment Cover Cinch Latch Motor
- B55 Engine Compartment Cover Switch
- K225 Latch Control Module - Liftgate
- M40 Rear Compartment Lid Latch

## 3) **#23-NA-205: Audio Boom or Drone Noise Caused by Active Noise Cancellation with RPO UQS**

This bulletin has been released in SI for the 2024 Corvette Stingray.

## 4) **#PIE0763B: Engineering Information - Rear Compartment Lid Does Not Open and/or Opens Intermittently on the 2023 and 2024 Camaro**

This investigation has ended.

## 5) **#23-NA-211: Information on Rear Trunk Latch Inoperative**

This bulletin has been released in SI for the 2023 and 2024 Camaro

## 6) **#23-NA-199: Information on Paint Concerns in Door Jamb Area**

This bulletin has been released in SI for the 2016 - 2024 Camaro.

# ELECTRIC & HYBRID VEHICLES

## 1) #PIT6065B: Software Update on GM Ultium Vehicles

This PI has been updated to include 2024 LYRIQ and HUMMER EV vehicles.

# INFOTAINMENT

## 1) #23-NA-205: Audio Boom or Drone Noise Caused by Active Noise Cancellation with RPO UQS

This bulletin has been released in SI for the 2024 Corvette Stingray.

# 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, please 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, 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.

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 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.

### **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.