



# GM TECHNICAL ASSISTANCE CENTER (TAC)

## Dealer Tips and New Information Newsletter

JANUARY 12, 2024

*"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.

- **2024 Silverado EV WT**

The factory and top leadership review every case and, because of your feedback, we have been able to identify several issues quickly, which has allowed solutions to be put in place faster than just waiting for warranty to come back. Your continued support is greatly appreciated.

# 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 LZ0 Diesel Engines

Several P0FFF DTCs may be setting on the LZ0 diesel engine, and there is zero information in GDS or Service Information. It is being looked into further, but it appears that it has something to do with the auto-start system. Since all the cases seen have also had fuel rail pressure codes associated with them, fixing all other codes should lead to the P0FFF to go away.

## 3) Diagnosing Oil Consumption Concerns

Oil consumption issues are becoming more common, and the diagnosis techniques are standard across the board. The following procedure is great for V8 engines but can be adapted to any engine.

First, ensure there have been no PCV issues found during a crankcase pressure test.

Next, differentiate between a top-end problem vs a low-end problem as follows:

Add engine oil dye to the oil and drive the vehicle aggressively for 5-10 miles, doing a few long-closed throttle decelerations to build high-intake vacuum.

Remove the spark plugs and inspect them for oil fouling. If oil is found, then valve stem oil seal inspection needs to take place, as well as valve guide inspection.

If nothing is found on the plugs, remove the intake manifold and look at the intake valves with a black light.

If no upper-end oil traces are seen, then continue with cylinder head removal and cylinder wall inspection.

If there are not any concerns with the cylinder walls, then continue with piston removal and inspection.

This is a Strategy-Based Diagnosis process to help determine a final solution courtesy of TAC consultant Charles Boyce.

#### **4) Repairing Leaks and Resealing**

When repairing leaks or re-installing any component needing sealant, please ensure the correct sealant is being used according to SI for the component installed. There are large differences between 3-bond sealant and Grey or Black GMS. Make sure the right one is being used.

Thanks to FSE Robert Bridges.

## **TRANSMISSION & DRIVETRAIN**

#### **1) #PIP5781A: Dual-Clutch Transmission MCVM PUN Clarification**

This PI has been updated and is available in SI.

## **TRUCKS & CROSSOVERS**

#### **1) #PIT6103: Intermittent Power Windows Inoperative - Side Object Detection Indicators On - LIN Bus 3 and 4 Offline**

This PI is now available in SI for 2023 Colorado and Canyon.

## **PERFORMANCE VEHICLES**

#### **1) Bulletin #23-NA-219: Concerns or Questions Regarding Installation of Dealer-Installed Accessories**

This bulletin has replaced #PIT3099U and has been released in SI.

## 2) Chassis Control Module Concerns on 2024 Camaros

There may not be any Chassis Control Module (CCM) listed in GDS2 for the 2024 Camaro. This is an error within GDS2 software and should be resolved with the next update. In the meantime, build the vehicle as a 2023 model and access the module that way.

## 3) Corvette Washer Solvent

The Corvette plant has started using orange washer solvent on all Corvettes. This is in line with exports that traditionally use orange solvent.

# ELECTRIC & HYBRID VEHICLES

## 1) #PIP5951: Newly Arrived Vehicle May Not Charge

This PI is available in SI for vehicles that may not take a high voltage charge.

## 2) 2024 Blazer EV Radio Programming Concerns

PLEASE make sure to refer to SI for any radio programming issues. It takes 3 separate power modes to complete programming.

1. Make sure the Radio has communication.
2. Program by USB with the vehicle in Run/Service mode. (USB programming will fail if the vehicle is in Propulsion mode.)
3. Once the USB update is complete, a screen will display stating, "Recover mode. Please calibrate device." You can now perform SPS programming. SPS will automatically turn off the vehicle during programming. There is no need to manually turn off the vehicle.
  - A Hood Open or Buckle to Drive message may interrupt programming.
  - Make sure to cycle the seat belt. Do not push the brake pedal.
4. Start SPS and complete setup, if needed. Radio setup will fail if the vehicle is in Propulsion mode. (Setup is only required when a radio is replaced.)
5. Place the vehicle in Service mode by opening the driver's door and pressing the accelerator pedal 3 times.

After programming, perform a test drive to make sure the codes clear and the radio works properly.

## 3) #PIT6099A: HVAC Controls Inoperative

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

#### 4) #PIT6104: Power Liftgate Opens and then Reverses

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

#### 5) Message From EV E-Team and Brand Quality

Thank you for your continued support on all high-voltage batteries ordered.

Adding session logs helps us work with the right team to get the battery released and ordered. If you review the log and find the issue, making a note in the session log would help us find the issue faster. No matter what the issue is, these notes will help TAC to quickly find the issue that you are seeing and help get the vehicle back to the customer faster.

## INFOTAINMENT

#### 1) #PIT6107A: Loss of Audio or Audio Cutting In and Out During Drive Cycle

This PI has been updated to add models and is available in SI.

#### 2) #PIT6105: LCDD Data Provisioning Message On Replacement Radio

This PI is now available for some 2023 and 2024 MY vehicles, including EV.

## 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.