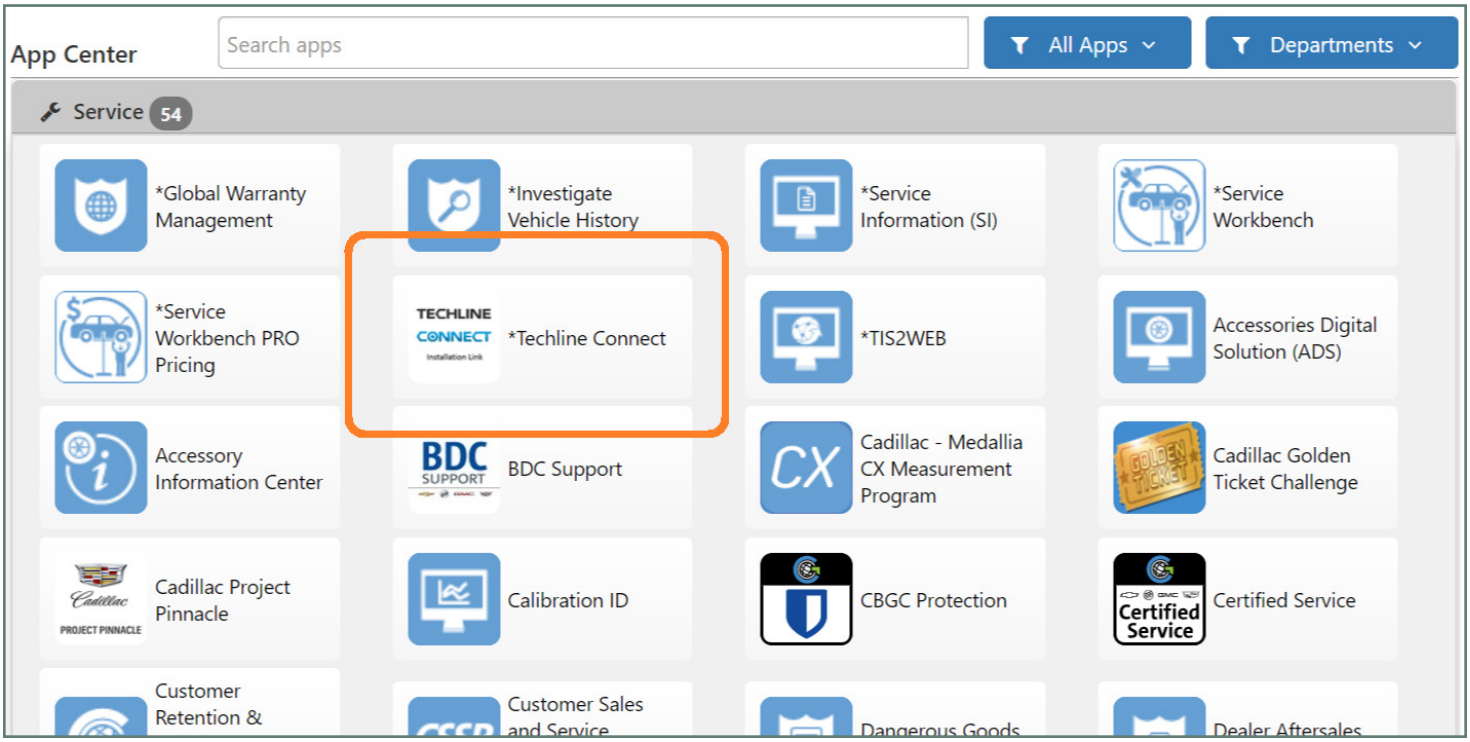
TECH LINK

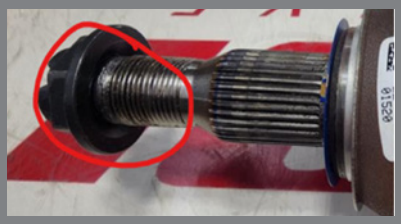
October 2023, Volume 25, No. 19

New Techline Connect Browser Launch

MAKES SIGNING IN EASY



Users can now take advantage of single-sign-on (SSO) by first logging in to GlobalConnect and then selecting the Techline Connect application.

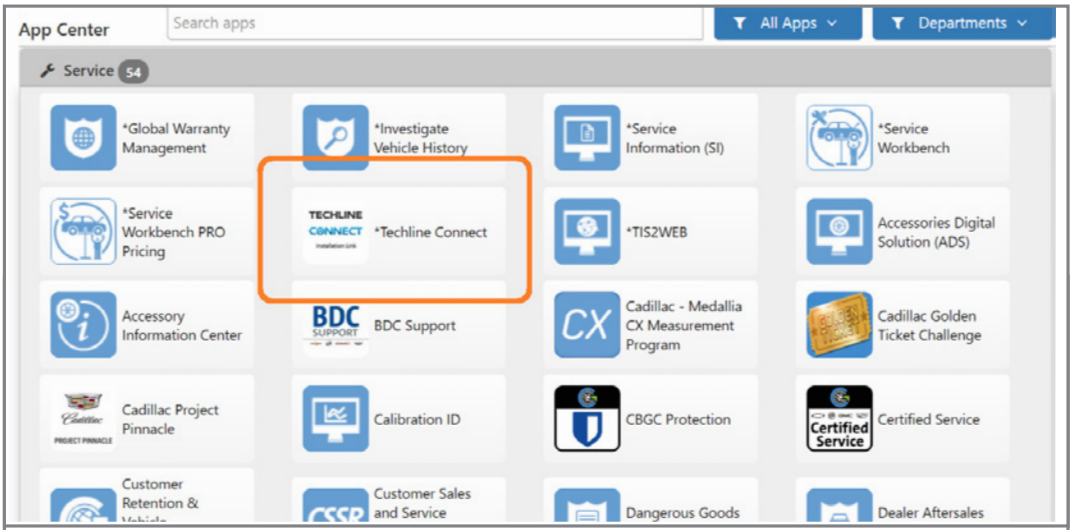


Wheel Drive Shaft Damage

see page 6

New Techline Connect Browser Launch Makes Signing In Easy

A new feature will make logging into Techline Connect easier and quicker for users. Previously, Techline Connect had its own unique login, using the Techline Connect desktop icon, and users had to log in to both GlobalConnect and Techline Connect separately but with the same credentials.



Techline Connect link in the App Center

SINGLE SIGN-ON

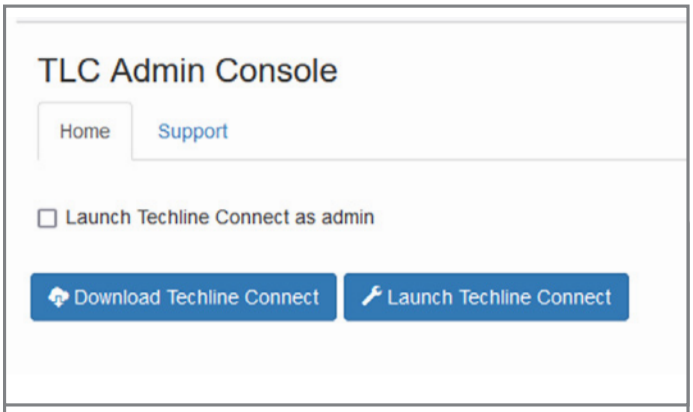
Users can now take advantage of single-sign-on (SSO) by first logging in to GlobalConnect and then selecting the Techline Connect application. Once logged in to GlobalConnect, Techline Connect can be launched without a second log in to the app. The Techline Connect app can be found in the App Center and under the Departments–Service tab.

The single-sign-on feature comes with the new Techline Connect Browser Launch rollout. All other features of Techline Connect, including the ability to enter Standalone Mode, remain unchanged.

TIP: The Techline Connect desktop icon is planned to be used for Standalone Mode only after migrating to the Techline Connect Browser Launch. Select the desktop icon for direct access to Enter Standalone Mode.

Since June, dealers have been given a choice when logging in whether to continue to use the Techline Connect desktop icon. When logging in that way, the login page notifies users that Techline Connect is moving to a browser launch.

The browser launch is offered now as an alternative, using VSP Portal. Choosing the VSP Portal will shut down Techline



Techline Connect launch page

Connect and redirect users to an external browser to log in. If users have already logged in to GlobalConnect, they will arrive at

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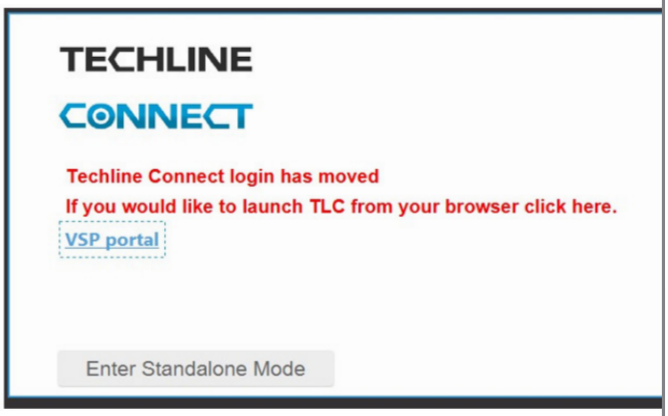


A message will display if attempting to log in using the desktop icon.

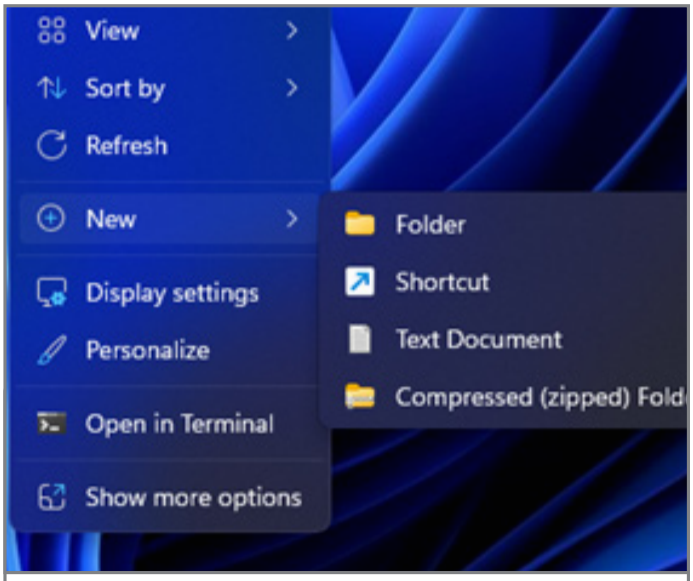
the Techline Connect Launch page. In that case, they can simply select Launch Techline Connect:

If users are not already logged in, they will first be prompted to log in to GlobalConnect, then redirected to the Techline Connect launch page.

All GM dealers will eventually migrate to browser launch. Following dealer migration to browser launch, the option to log in using the Techline Connect desktop icon will be removed. Users will be reminded with a message if attempting to log in using the desktop icon.

DESKTOP SHORTCUT

To add a desktop shortcut to the browser launch page using Edge, right-click on your desktop screen and select New, and



Desktop shortcut

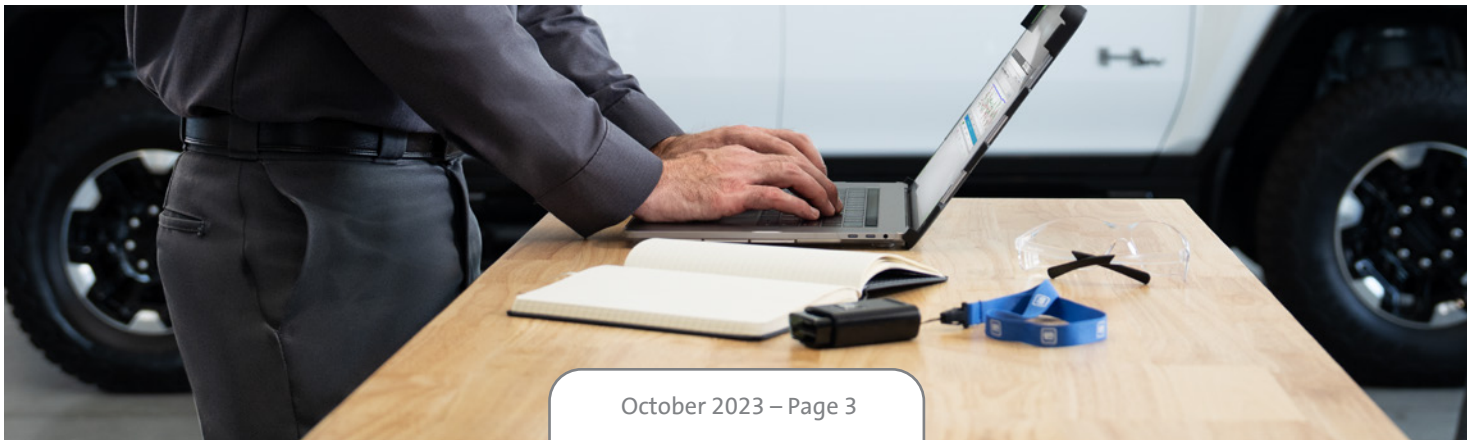
then select Shortcut. Copy and paste the Techline Connect URL into the location field. Click Next and enter Techline Connect in the name field.

If you are not logged in to GlobalConnect when opening the new shortcut, you will be prompted for your GlobalConnect login. :

Look for the rollout for the Techline Connect Browser Launch to continue over six phases.

For any questions about Techline Connect features, contact the Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French).

▶ Thanks to Chris Henley



FSE Technician

RECOGNITION AWARDS

3RD QUARTER 2023

The GM Field Service Engineer (FSE) Technician Recognition Awards (U.S.) celebrate the skill and dedication of dealership technicians who have recently worked with FSE's on challenging repairs.

Technicians at GM dealerships are selected for recognition based on a variety of factors, including their focus on safety, customer satisfaction, personal accountability, training achievements, diagnostic abilities and the level of repair documentation.

Each recognized technician receives a Service Excellence magnetic plaque and an Excellence in Service Award certificate.

3rd Quarter 2023 Technician Recognition Award Winners

Technician: Tim McClendon

Dealership: Gray-Daniels Chevrolet, Jackson, Mississippi

FSE: Justin Russell

Service Excellence:

On a recent case, Tim McClendon was assigned to repair a customer's vehicle when the transmission technician was out of the shop for a while. Tim had never built a transmission before, but with the assistance of FSE Justin Russell, he was willing to do it for the first time. Tim prioritized this vehicle over all of the other work he had as the shop foreman at his location. He also did a lot of extra footwork to find the special tools needed, order the parts required, and then assist in building the transmission using the specifications in SI.

After several days of laboring in the blistering heat, Tim had successfully built his first transmission (an MQE), and the customer was able to get their vehicle back operating as intended. It was truly a pleasure to see a man, seasoned in his career, be willing to learn a new skill to assist our customer and ensure the vehicle was returned in a timely manner. Tim personifies what it means to treat customers like family, and deserves to be recognized for his willingness to put in the extra effort instead of sitting and letting it wait for someone else to handle it.

Technician: Greg Smith

Dealership: Cable Dahmer Cadillac, Kansas City, Missouri

FSE: Brad Hall

Service Excellence:

Greg Smith is due recognition for his outstanding behavior and dedication. Greg is the best example of someone who will spend the time to understand how a system works and how it's integrated with the vehicle. Greg can always find the information needed as well as how it relates to the problem at hand. He always goes the extra mile to fix a car.

Greg always can be relied on when supporting information is needed for a case. He will stop whatever he is doing, find a similar vehicle and take the time to send any data needed.

Recently, while working on a LYRIQ, the dealership did not have another vehicle for comparing data. Greg was able to immediately find a loaner LYRIQ and performed the drive cycle and charge cycle while recording a GDS session. This information was instrumental in repairing a customer's vehicle. These actions are overlooked far too often but this recognition is a chance to show Greg what his abilities mean to GM and the Field Service Engineering team.

Technician: Paul Jacobs

Dealership: Marc Miller Buick GMC, Tulsa, Oklahoma

FSE: Scott Kohart

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Service Excellence:

Paul has been a GM World Class Technician since July 14, 2003. Paul does his absolute best every time to ensure a customer's vehicle is fixed right the first time. His attention to detail and focus on finding the root cause of a concern effectively and efficiently helps drive his dealership to achieve 95/5. Paul's stalls are clean and neat. He is an example of professionalism to others he works with in the shop.

While working on a case at another dealership, a hose was needed to perform a diagnostic function with the Picoscope on an engine. Paul had the hose and loaned it out for the repair. He also studied the Picoscope files from the vehicle and shared his knowledge of using the Picoscope to help determine the point of failure with the engine. His knowledge of using oscilloscopes to diagnose vehicles has helped him develop ways of diagnosing concerns without being intrusive to the vehicle. Paul is always willing to share his knowledge to help others.

Technician: Rudy Reyes

Dealership: AutoNation North Chevrolet, Corpus Christi, Texas

FSE: Jorden Ellis

Service Excellence:

Rudy is a master of his craft. As a 25-plus years veteran at his dealership, it is very evident why and how he's survived a tough car business for so long. Rudy exhibits a lot of the traits valued by GM, but perhaps the most important one is "Win With Integrity."

On a recent repair, Rudy did all the proper steps to get a customer's vehicle diagnosed. He followed the Service Information procedures but also was able to critically think outside the box and raise questions that promoted a positive learning environment. His work prompted the right questions to be posed to the right team within GM. He performed tests that he'd already done multiple times just to double-check his work. He even found something critically important to the vehicle's diagnosis, which ultimately led to fixing the vehicle.

Rudy wanted to figure out what the issue was with the car and then some. He was relentless in his pursuit to be successful, and that is what makes Rudy a great technician and a great guy overall.

Technician: : Doroteo Garcia

Dealership: Luke Fruia Buick GMC Cadillac, Brownsville, Texas

FSE: Jorden Ellis

Service Excellence:

Every time working with Doro; he brings a positive attitude with him. Doro has worked on a few cases over the last couple of years, but most notably was the last one on a LYRIQ. It required extensive diagnosis and test driving for verification, which ultimately led to a lot of time being spent on the vehicle. Doro performed several procedures to aid in diagnosis on the vehicle and he never once hesitated to perform the tasks in a timely manner.

Doro takes the GM value of "It's On Me" to the next level. Doro has been a technician for a very long time, and it is very obvious when talking to him how he's grown from when he first started years ago to now. Doro takes it upon himself to learn each new system as it comes out and gain a better understanding of how to use new tools to help himself and others in the shop to diagnose vehicles. Doro hadn't used the Picoscope before for electrical diagnosis, but when he was asked to get a communication waveform, he took it on as a challenge and was able to get it within the day. Doro is a hard-working technician and deserves all the praise that comes his way.

Technicians: Hannah Dodson and Brian Burdge

Dealership: Three-Way Chevrolet Cadillac, Bakersfield, California

FSE: Clint Mielke

Service Excellence:

Understanding that this award is designed to recognize individual achievement, it would be difficult to separate these individuals' contribution to the whole. Recently, true One Team behaviors from these individuals was observed while tackling a tough LYRIQ case. The vehicle was assigned to Hannah, but the LYRIQ lift was in Brian's stall. Brian not only moved over to allow Hannah to use the equipment, but he actively assisted in the repair process. He assisted not only in the replacement of the RESS, but also in the replacement of the front drive unit on this vehicle.

The repair went into the early evening. When Brian needed to leave to pick up his kids, Hannah stayed behind to finish the job. There were some programming issues that prevented the completion of repairs, which required patience, and Hannah stayed until 7 pm to complete these tasks.

This vehicle posed many difficult hurdles to overcome, including incomplete procedures in Service Information and difficulties with SPS programming. At all times throughout this difficult case, both individuals demonstrated poise, confidence and complete eagerness to help in any way possible to see the project to its conclusion, and, ultimately, in getting the customer back into their vehicle in the most expedient and safest manner possible.

Hannah and Brian are both to be commended for continuing to keep the customer at the front of everything they do.

▶ **Thanks to Hank Poelman and Dwight Seaton**

Wheel Drive Shaft Damage

Damage to the wheel drive shaft threads may occur if power tools are used to remove the wheel drive shaft nut on some 2021-2023 XT5, XT6, Blazer, Traverse, Acadia; and 2021-2024 Enclave models equipped with all-wheel drive.

Damage to the wheel drive shaft threads

Damage to the wheel drive shaft threads

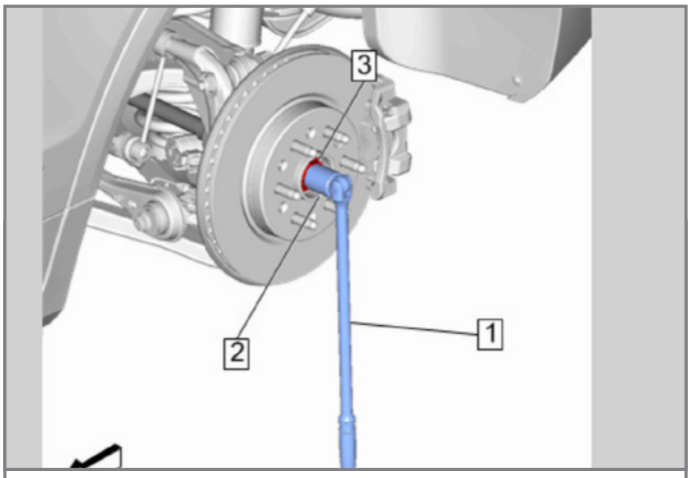
Power tools should not be used to remove the wheel drive shaft nuts. Use hand tools only. Any warranty claims submitted due to these conditions may be debited.

Refer to the proper replacement procedures in the appropriate Service Information. Removing the wheel drive shaft nut requires using a breaker bar and the proper sized socket to loosen the nut.

Wheel drive shaft nut

The wheel drive shaft nut is a single-use fastener and should be discarded once removed from the wheel drive shaft.

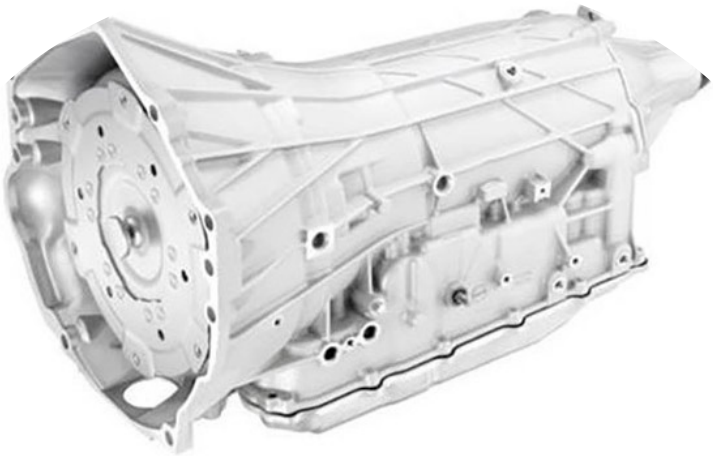
Refer to Bulletin #23-NA-192 for additional information.



Use a breaker bar (#1) and the proper size socket (#2) to loosen the rear wheel drive shaft nut (#3)

Thanks to Kristin Clancy, Jessica Thoma and Bill Taylor

Shift Concerns on 8-Speed Transmissions



The 8-speed automatic transmissions (RPO M5N, MNU, M5U, M5X, MHA, M5T, MQE, MQD) in some 2015-2018 Corvette; 2015-2020 Escalade, Yukon; 2015-2023 Silverado 1500, Sierra 1500; 2016-2018 CTS; 2016-2019 ATS, CTS; 2016-2023 Camaro; 2017-2023 Colorado, Canyon; 2017-2024 Express, Savana; and 2020-2024 CT4 models may exhibit hard or harsh shifts.

There are several steps that should be taken to improve the shift quality, depending on the mileage on the vehicle.

FIRST 1-2 SHIFT

If there is a hard 1-2 shift felt on the first 1-2 shift of the day under light throttle, it is to be considered normal as there is a clutch purge being performed at this time. Subsequent 1-2 shift should have an acceptable shift feel. This does not impact the designed performance of the transmission and no repair attempts should be performed. Refer to Bulletin #16-NA-361 for more details.

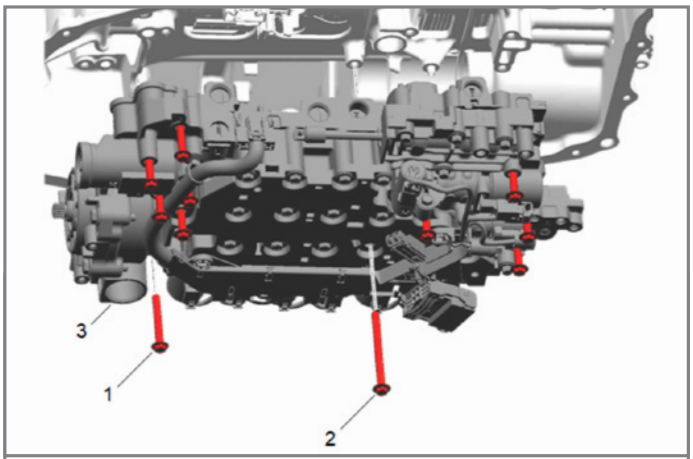
LOW-MILEAGE VEHICLES

On low-mileage vehicles — less than 1 year old with less than 3,000 miles (4,828 km) — with a hard shift, follow the Transmission Service Fast Learn and the adaptive learning procedures in Bulletin #16-NA-019.

While following Bulletin #16-NA-019, do not use the clutch volume or the spring learns that can be found in GDS2. These data parameters may lead to technicians believing the learn has completed when it may not have. These parameters are algorithmically based to change once the conditions have been met twice for the clutch or spring learn, which does not mean that the clutch or spring has completely finished the learn. Drive the vehicle as instructed until there is a difference felt in the shift to determine if the clutch learn is progressing.

HIGHER-MILEAGE VEHICLES

On vehicles with greater than 3,000 miles (4,828 km), or vehicles that may have objectionable shifts once the adaptive learning procedures in Bulletin #16-NA-019 have been completed, remove the transmission pan and inspect for any debris. If there is not an unreasonable amount of debris found, based on the mileage of the vehicle, replace the valve body. After installing the valve body, complete the procedures in Bulletin #16-NA-019.



Valve body

If there is excessive debris in the transmission pan, or the condition remains following the valve body replacement and after performing the adaptive learning procedures, remove the transmission and inspect and reset the clutch pack travel as necessary.

Setting the clutch pack travel to the tighter end of the range tends to produce a more appealing shift. During tear down, the steels should be inspected for uneven or excessive wear and replaced as needed if there is damage or distress seen to the friction discs.

Also, to address hard garage shifts that the adaptive learning procedures or the valve body replacement does not correct, setting the transmission end play toward the tight end of the specification (.008”-.012”) has proven to be an effective repair.

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OVERHEATING CONDITION

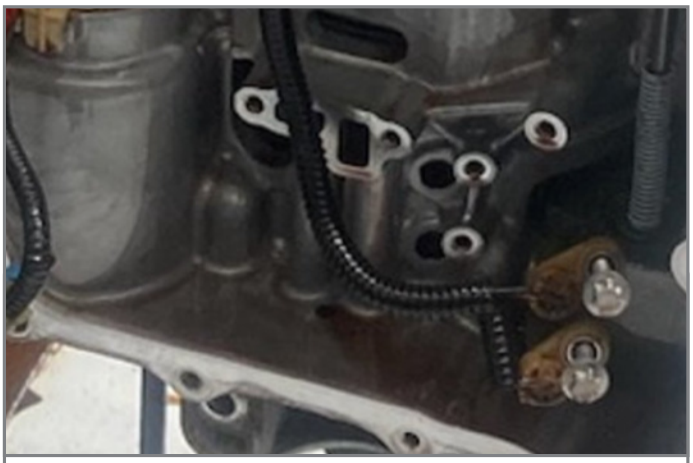
If there are signs of overheating, verify the TBV valve operation using a laser thermometer. Measure inlet and outlet temperatures of the cooler by measuring the lines at different locations.

SPEED SENSOR INSTALLATION

In addition, if the speed sensors were recently replaced and the Transmission Service Fast Learn fails for excessive vehicle speed, or if DTCs P0717, P0722, P0746 and/or P0796 also set, inspect the speed sensors for the proper orientation. When correctly installed, the smaller portion of the sensor conduit should be facing the rear of the unit.

Refer to #PIP5943 for additional information.

Incorrect speed sensor orientation



Correct speed sensor orientation

▶ Thanks to Bill Alley

GM TechLink is published for all GM retail technicians and service consultants to provide timely information to help increase knowledge about GM products and improve the performance of the service department.

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