

FEBRUARY 15, 2024

"Provide advanced technical repair guidance, resulting in a superior customer experience."

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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 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.

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) 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.

6) 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.

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 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 who 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) HIGH FEATURE V6 GEN 2 Oil Pressure Guidelines

The following information describes the maximum oil pressure for this engine. It is a common misconception that the oil pressure is too high and causing engine concerns.

There is not a high oil pressure specification for engine. The only maximum restriction is 1000 kPa (145 psi) for pressure in a lifter.

Past test data has shown a similar high-pressure spike at the beginning. It is not considered abnormal. In the example below, around 970kPa (140 psi) is hit as pump out pressure, but the main gallery also is lower, closer to 750 kPa (108 psi).



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3) 6.6L (L5D) Diesel Engine Restriction

This PI has been updated to end the engine restriction for the 6.6L (L5D) engine.

4) Bulletin #23-NA-141: Information on Engine Block Cracked at Head Bolt Hole Locations

This Bulletin is still not being followed and it is becoming difficult to get quality cores on engines that are no longer being produced. PLEASE be prudent when reassembling engines prior to sending them back as cores.

5) Bulletin #24-NA-023: Service Engine Soon Lamp Illuminated with DTC P0315 -Calibration Update Available

This bulletin has been released to replace **#PIP5939** for the 2023 Corvette LT6 engine.

TRANSMISSION & DRIVETRAIN

1) 8L45 and 8L90 Transmission Shudder

For a confirmed shudder concern on an 8L45 or 8L90 transmission, perform a flush and condensation reduction procedure and re-evaluate the concern. If the shudder remains, start a TAC case and ask for ETA escalation. DO NOT REPLACE THE VALVE BODY FOR A SHUDDER CONCERN.

2) 10L1000 Transmission Information

If a 10-speed RWD transmission does not have any movement after valve body assembly replacement, ensure that the pump seal is correctly installed.

The picture at right shows the seal misplaced between the case and the valve body assembly.



This picture shows the pump seal.

<image>

This picture shows the correct location for seal installation.

SI Document 5807103 shows the test port location to check line pressure for the 10L1000. SI Document 5655034 shows the test port location to check line pressure for the 10LXX.

When using a manual gauge; line pressure will read 0 PSI if the seal is missing.

3) #PIP5958: Information on PICO Recording for CVT Transmissions with Noise Concerns

This PI has been released in SI for special information on where to check for the noise.

4) #PIP5943: Diagnostic Aids for 8-Speed Transmissions with Shift Concerns

These are diagnostic tips to aid in repair of shift concerns.

5) Bulletin #24-NA-007: Whine Noise from Transmission Area

This bulletin has been released and is now available in SI for the 2024 MY Camaro.

TRUCKS & CROSSOVERS

1) #PIT6116: Hands-Free Liftgate Logo Inoperative

This PI is now available in SI for 2020 - 2024 MY crossover vehicles.

PERFORMANCE VEHICLES

1) Bulletin #22-NA-186: IPC Displays Service Camera System Message or Various IPC Drive Modes Cannot Be Selected and/or DTC U0155 Set

This bulletin has been updated in SI for the 2021 - 2023 MY Camaro and is now available.

2) Bulletin #23-NA-207: Ticking, Rattle and/or Buzzing Noise Heard from Passenger Side of Vehicle

This bulletin has been released and is now available in SI for 2017 - 2024 Camaros with LT4 engine.

3) Bulletin #23-NA-216: Rattle Noise from Exhaust

This bulletin replaces **#PIC6337A** and is now available in SI for 2018 - 2024 MY Camaro.

4) Bulletin #24-NA-025: Check Engine Light or Malfunction Indicator Lamp Illuminated with DTCs U0401 and/or U1611 Set

This bulletin has been released and is now available in SI to replace **#PIC6534** for the 2024 Corvette.

5) Bulletin #24-NA-018: Intermittent Remote Vehicle Start

This bulletin has been released and is now available in SI for the 2024 Corvette Z06 only.

6) Bulletin #22-NA-132: Information on Service Front Lift System Message on Driver Information Center (DIC), Fluid Leaking from Shocks - DTC C103C or C11AB and/or C103E or C11AE Set

This bulletin has been updated and is now available in SI for 2020 - 2024 MY Corvette C8.

ELECTRIC & HYBRID VEHICLES

1) Bulletin #23-NA-227: Radio Software Version W27E-172.5.1-M169-SQBR4-126.1 - Multiple Updates for IVD & IVE 2) 2024 Blazer EV Radio Programming Concerns

This bulletin has replaced **#PIT6092** for this concern. Please note that there have been a lot of issues with radio programming failures due to not following the proper programming sequence or power moding of the vehicle. Please follow the instructions in SI for radio programming step by step to avoid locking up a radio.

2) #PIC6529: Diagnostic Tips HVAC Temp Inaccurate, Temp Doors Stuck

This PI has been released in SI for 2023 and 2024 LYRIQ and 2024 Blazer EV vehicles.

3) #PIC6520B: Loud Engine Noise in Cabin at 1200-2500 RPM

This PI has been released and available in SI for 2024 MY XT4 vehicles.

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.