

MARCH 20, 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 two active Action Center vehicles being tracked. Please be sure to start a TAC case on the following vehicles for tracking purposes:

- 2023 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.

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.

ACTION REQUIRED: Failure to replace the specified components may result in rejection of the warranty claim per the P&P guidelines.

2) Injector Bore Change

There was an injector bore change between 2021 and 2022 model year engines RPO L84, L87 and LT2. As such, the correct engine needs to be ordered for your application. Replacing the injectors won't work because of different calibrations in the ECM.

3) Bulletin #23-NA-115: Ticking, Tapping or Snapping Noise from Engine - 5.5L RPO LT6 Realign Camshaft Caps as Required

This bulletin has been updated to remove the cam caps and reinstall, and is now available in SI.

4) Bulletin #23-NA-170: Diagnostic Tips for Seized Engine or Engine Noise

This bulletin has been updated with new information and diagnostic procedures, and is now available in SI.

5) 2023 - 2024 LT6 Corvettes Experiencing Oxygen Sensor-related DTCs

Please make sure to inspect for aftermarket catalytic converters or modifications in the exhaust.

TRANSMISSION & DRIVETRAIN

1) 2024 Silverado 2500HD/3500HD or Sierra 2500HD/3500HD with any Transmission Concern

On any 2024 HD 2500 or 3500 truck with a transmission concern, inspect the transmission oil cooler line near the radiator for possible kinks or twists. It ma be necessary to remove the front bumper and fascia to be able to see the oil cooler line or no cooler flow may be seen on the flow machine.

If confirmed, please submit a Field Product Report and send in a picture (as shown).



TRUCKS & CROSSOVERS

1) Bulletin #23-NA-052: Information on Transfer Case Cost Comparison Instruction

This bulletin is now available in SI for 2019 - 2024 Silverado 4500 HD/5500 HD/6500 HD trucks.

2) Bulletin #22-NA-223: Information on Clicking and/or Chattering Noise Coming from the Rear of the Vehicle While Making Tight Turns

This PI has been updated to add binding to the description and is available in SI for LCF medium-duty trucks.

3) Bulletin #24-NA-050: Silverado and Sierra Setting DTC P0606 and either DTC P0562 or P0563

This bulletin is available in SI for Silverado 2500HD/3500HD and Sierra 2500HD/3500HD trucks.

4) Bulletin #23-NA-058: Cold Start Rattle Noise from the Engine Compartment, Malfunction Indicator Lamp (MIL) Illuminated - DTC P0299 Set

This bulletin has been updated to change the inspection procedure for the wastegate vacuum testing on the 2020 - 2023 Buick Encore GX and Chevrolet Trailblazer.

PERFORMANCE VEHICLES

1) Bulletin #24-NA-031: Information on Brake Pulsation and/or Repeat Brake Pulsation

This bulletin has been released and is now available in SI for the 2020 - 2024 MY Corvette and the 2022 - 2024 MY CT4-V and CT5-V Blackwing vehicles.

2) Bulletin #24-NA-026: Convertible Top Water Leak Around Side Glass in High-Pressure Car Wash

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

ELECTRIC & HYBRID VEHICLES

1) N242436240-01: Customer Satisfaction Programming - Multiple Module Reprogramming

The stop sale for the Blazer EV has ended as soon as the programming is completed.

2) Bulletin #24-NA-048: Information on Unwanted Rear Automatic Braking (RAB)

This bulletin is now available for the 2023 - 2024 LYRIQ, XT4; and 2024 Blazer EV.

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ΙΝΓΟΤΑΙΝΜΕΝΤ

1) PIE0779A: Special Update Instructions for A11: Radio

This PIE is available and active in SI for the 2023 LYRIQ radio.

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.

Be on the lookout for some changes that are coming to the DCM template in the near future to help expedite TAC support for technician requests.

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.

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1012-0215-020	********
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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.