

2024 Mark of Excellence Program Enrollment Now Open



The Mark of Excellence program (U.S.) recognizes the achievements, professionalism, and commitment of GM dealership personnel, including those in the service department.



Inoperative 110/120-Volt Power Outlet

see page 3

2024 Mark of Excellence Program Enrollment Now Open	2
Forward Collision Alert Indicator On at All Times.....	4
Shift to Park Message	5
Loud Sound Inside the Cabin at Low RPMs.....	6

2024 Mark of Excellence Program Enrollment Now Open

Service technicians enrolled in the 2024 program who meet program qualifiers and other criteria can earn the special recognition they deserve for their exceptional commitment to excellence every day.

The enrollment period for the 2024 Mark of Excellence program is November 15 – November 30.

The 2024 Mark of Excellence program period is from January 3, 2024 through January 2, 2025.

ENROLLMENT INFORMATION

Enrollment in the 2024 program is through the Mark of Excellence website, via the Xccelerate Hub app in the GM GlobalConnect App Center. Enrollment is required for each program year. There are not any automatic enrollment confirmations for dealership personnel who were previously enrolled in the Mark of Excellence program.

TIP: Starting January 1, 2024, Mark of Excellence will only be available on the Xccelerate Hub via the GlobalConnect App Center.

Be sure to review the Program Rules located under the Resources Tab on the Mark of Excellence website to review the changes that have been made to the 2024 program.

Once enrollment is completed, all dealership personnel with a valid GlobalConnect email address who are enrolled in the 2024



program will receive an email message notifying them of their program status and other enrollment details. Enrolled individuals can update their email address through their GlobalConnect profile.

AWARDS AND RECOGNITION

Service and Parts – Service Technician

Recognition

- Toolbox medallion
- Top 20 Service Technicians Zone Recognition Award
- Top 50 Service Technicians National Recognition Award

Service and Parts – Non-Technical

Recognition

- Desktop award or nameplate update
- 500 Mark of Excellence personalized business cards
- Logoed recognition award

Premiere

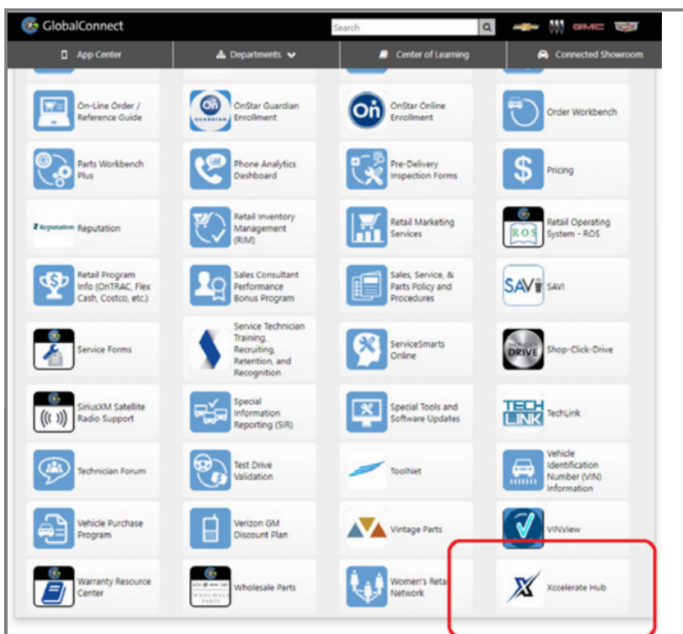
- Premiere recognition merchandise

Service BDC Manager

- Desktop award or nameplate update
- Mark of Excellence business card

For more information about the 2024 Mark of Excellence program, select the Xccelerate app on the GM GlobalConnect App Center or contact Program Headquarters at 1-800-368-1638.

▶ Thanks to Hank Vandeventer



Enroll through the Xccelerate Hub app.

Inoperative 110/120-Volt Power Outlet

The 110/120-volt power outlet may be inoperative on some 2020-2023 Silverado 2500HD/3500HD and Sierra 2500HD/3500HD models. Vehicles may have two alternating current power outlets, located in the cab on the center stack or in the truck bed. An inoperative power outlet may be due to a low voltage condition.



110/120-volt power outlet

POWER OUTLET SWITCH

First, check that the power outlet is turned on. There is an in-cab DC/AC power outlet switch that must be turned on in order for the 110/120-volt power outlet(s) to function. Check the switch on the center of the instrument panel.

When the ignition is on, power is supplied to the outlets after the DC/AC switch is pressed. A green indicator light on the switch indicates that DC/AC operation is active. All connected devices should not exceed a maximum of 400 watts. If equipment is connected using more than 400 watts or a system fault is detected, a protection circuit shuts off the power supply and the indicator light turns off.

The power outlet can be turned off by pressing the DC/AC switch. The power outlet can be turned back on after 10 seconds, during which the indicator light on the switch will flash. The outlets will not operate when the ignition is off, the DC/AC switch is not pressed, or the plug is not fully seated into the outlet



Power is supplied to the power outlets after the DC/AC switch is pressed, indicated by a green light on the switch.

POSSIBLE BATTERY CONCERN

If the accessory power outlet was correctly turned on, turn it off. Next, disconnect the battery or batteries for several minutes and then reconnect. Start the vehicle and turn on the in-cab power outlet switch. Connect a suitable device to the power outlet and check to see if there is power to it.

If the power outlet now operates, it is possible that the Body Control Module (BCM) determined there was a low battery condition and locked out the 110/120-volt power outlet(s). Inspect the vehicle for any type of condition that may cause a low voltage concern.

Possible concerns may include:

- Parasitic draw on the battery that may or may not cause a low/dead battery or a no crank condition
- Poor battery cable or main fuse block connections
- A battery issue
- Aftermarket equipment

Repair any conditions found that would affect the 12V battery.

For more information, refer to #PIT6096.

► Thanks to Jim Will

Forward Collision Alert Indicator On at All Times

Some 2020-2024 XT5 and XT6 models may have the Forward Collision Alert indicator shown on the windshield at all times. The indicator may be on any time the ignition is on or when the headlights are turned on.

If the Forward Collision Alert indicator is illuminated when it should not be, check the harness to the P43 Forward Collision Alert display. The harness may be pinched between the cowl and the instrument panel tie bar, which may cause the circuits to short together or to ground.

To inspect the harness, refer to the appropriate Service Information for the procedure to remove the instrument cluster hood.

Next, remove the P43 Forward Collision Alert display and check the harness between the cowl and the instrument panel. It may be pinched between the cowl and the large tie bar that goes across the instrument panel carrier. It may be necessary to move the sound deadening material on the cowl to see the harness clearly.

Follow the harness down with a hand to help locate the direction of the harness and the area that may be pinched.

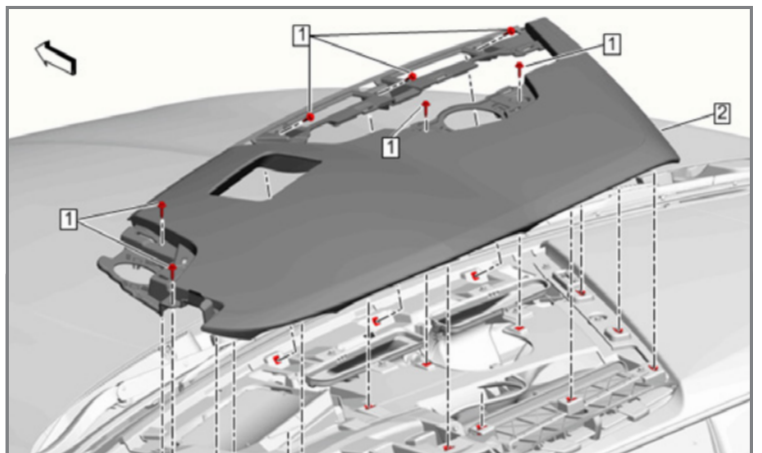
If the harness is pinched or damaged, remove components as needed to gain access to the area and make repairs as needed following the wire repair procedures in Service Information.

For additional information, refer to #PIT6106.

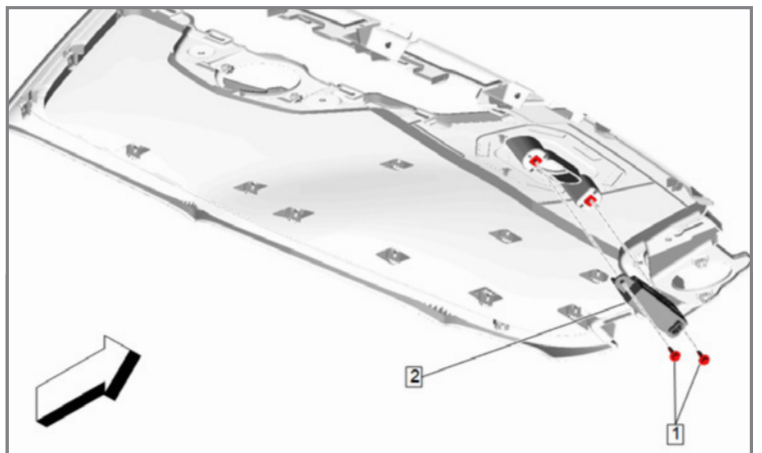
► Thanks to David Goodrow



Forward Collision Alert indicator



Remove the instrument cluster hood.

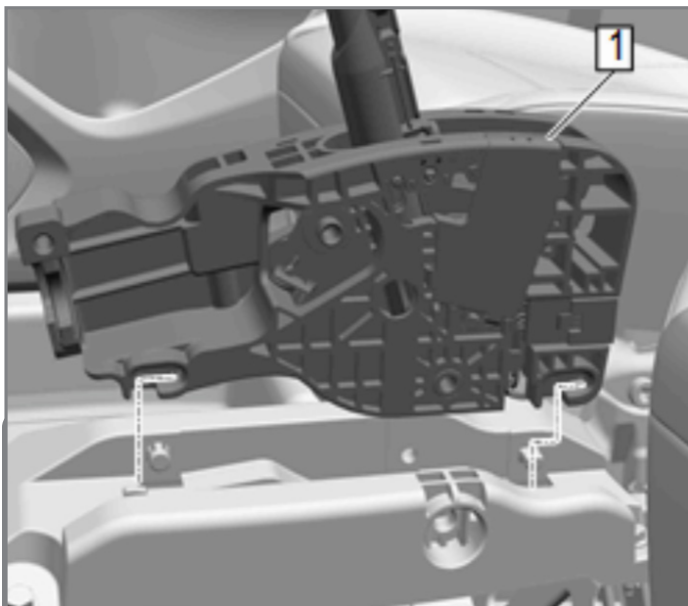


Forward Collision Alert display (#2)

Shift to Park Message

A Shift to Park message may be displayed on the Driver Information Center while the vehicle is in Park on some 2020-2023 Encore GX, Malibu; and 2021-2023 Trailblazer models. A no start condition also may be present along with DTC B000A (Park Switch - Shift Lever Position Not Plausible).

These conditions may be caused by a park switch malfunction inside the shifter assembly. Inspect the female terminals of the body harness connector that plugs into the shifter harness for any damaged or spread terminals. If the terminals are not spread or damaged, replace the shifter control. Be sure to use the specific General Motors pin drag tools for inspection.



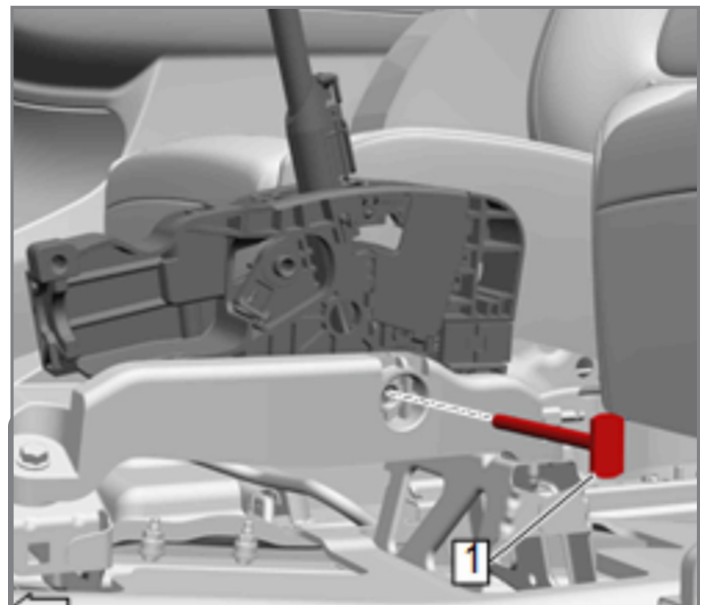
Transmission shifter control

Refer to Transmission Control Replacement (without Base) in the appropriate Service Information.

In order to disconnect the automatic transmission range selector lever cable, remove the cable bolt along with the range selector

lever cable from the transmission control. The cable bolt is not separated from the range selector lever cable.

During installation, hold the face of the transmission control main shaft bolt in the slot of the mounting bracket as the nut is torqued to ensure it remains seated and does not rotate out of the slot. If not seated properly, it may result in a loose shifter feel or rattle sound.



Main shaft bolt

After installation, be sure to adjust the range selector lever cable. For additional details, including parts information, refer to Bulletin #23-NA-119.

► Thanks to Marty Leach, Frank Jakubiec and Jonathan Johnson

Loud Sound Inside the Cabin at Low RPMs

A loud sound may be heard inside the cabin at 1,200–2,500 RPMs on some 2024 XT4 models. The sound typically occurs only during one drive cycle and does not repeat on the next drive cycle if the vehicle goes through an extended sleep cycle. However, if the vehicle is turned off and on again without letting vehicle systems to fully enter a sleep cycle, the condition may occur again on the next drive cycle.

The loud sound may be caused by the Active Noise Cancellation (ANC) microphone projecting engine noise inside the cabin. Verify that the sound in the cabin is coming from the ANC microphone by rolling down the window while driving when the sound is occurring. The sound should stop immediately.

The ANC system reduces the perception of certain undesirable sounds generated by the engine into the vehicle cabin. The system uses microphones and engine speed signals, software integrated into the amplifier/active noise cancellation module, and the vehicle speakers to determine and generate the correct frequencies needed to achieve the desired reduction. The microphones are located in the headliner to monitor noise/sounds in the vehicle cabin and are directly connected to the amplifier/Active Noise Cancellation module.

If the source of the sound is determined to be the ANC microphone, update the Vehicle Communication Unit (VCU) software.

TIP: A VCU software updated was recently released in December 2023 that fully resolves this issue. Vehicles that received a prior VCU software update may require an additional update.

For additional information, refer to Bulletin #23-NA-184.

► Thanks to Kayla Miller



The ANC microphone may be projecting engine noise inside the cabin.



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.

Publisher:
Rick Miller
GM Customer Care and Aftersales

Editor:
Paul Bielecki
GM Customer Care and Aftersales

Technical Editor:
Mark Spencer
mspencer@gpstrategies.com

Production Manager:
Marie Meredith

Creative Design:
5by5 Design LLC
dkelly@5by5dzign.com

Write to:
TechLink
PO Box 500, Troy, MI 48007-0500

GM TechLink on the Web:
GM GlobalConnect

General Motors service tips are intended for use by professional technicians, not a "do-it-yourselfer." They are written to inform those technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions and know-how to do a job properly and safely. If a condition is described, do not assume that the information applies to your vehicle or that your vehicle will have that condition. See a General Motors dealer servicing your brand of General Motors vehicle for information on whether your vehicle may benefit from the information. Inclusion in this publication is not necessarily an endorsement of the individual or the company. All information contained herein is based on the latest information available at the time of publication and is subject to change without notice.
Copyright © 2023 General Motors. All rights reserved.