

# 2024 Technician Excellence Program



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## Technician Excellence Program



 Certified Service

The 2024 Technician Excellence Program (U.S.) recognizes and rewards enrolled dealership technicians for achieving technical training certifications and meeting other service criteria.

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# 2024 Technician Excellence Program Rewards Dealership Technicians for Training Achievements

The 2024 Technician Excellence Program (U.S.) recognizes and rewards enrolled dealership technicians for achieving technical training certifications and meeting other service criteria. The primary 2024 program metrics are based on training achievements in the Center of Learning as well as a repair order count qualifier based on data from the Global Warranty Management system.

Enrolled technicians will be rewarded quarterly for achieving Gold Certification or Master Technician Certification (MTC) status in 11 technical categories. Technicians earn World Class Technician (WCT) status when they achieve 8 of 9 MTCs with their accompanying ASE/Gold certification in each qualified area at the end of each quarter.

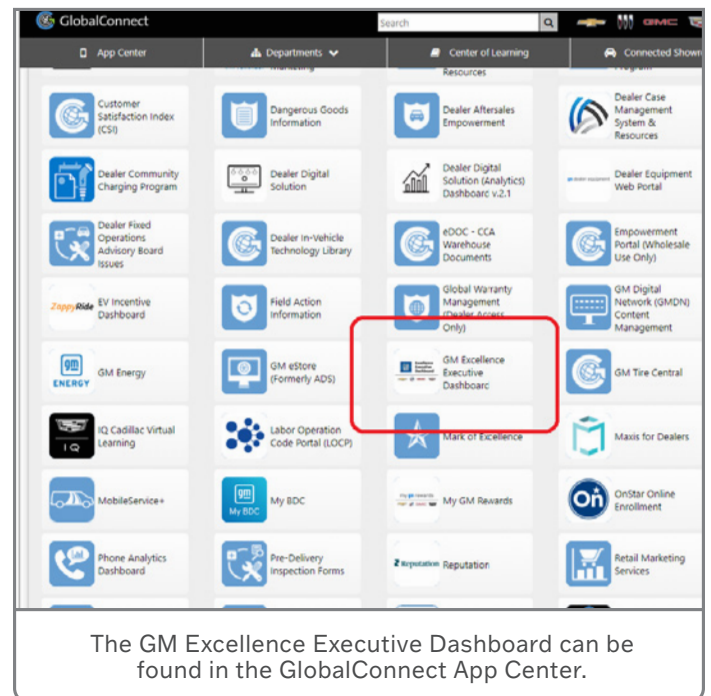
Plus, new dealership technicians will receive a \$500 gift card for the purchase of tools upon completion of one year of service if the technician's Center of Learning profile is created in the same program year.

## AWARD CRITERIA

In order to qualify for earnPOWER points, enrolled technicians must meet the following requirements:

- Must meet training requirements of Gold, Master Technician Certified (MTC), or World Class Technician (WTC). New STS training courses can be added by the Center of Learning and need to be completed prior to the end of each quarter.
- Must complete a minimum of 25 warranty repair orders (RO) per quarter to be eligible. Each enrolled technician's current count can be viewed on the Technician Excellence Dashboard, which is updated weekly. Eligible ROs include those with a technician's GM Identification Number (GMIN) paid through Global Warranty Management (GWM) that include a Warranty, Policy, Dealer-Installed Parts Warranty, Field Action, or Pre-Delivery Inspection (PDI) add-on (e.g., dealer-installed accessory) line. The RO is counted when the RO is submitted to GWM by your dealership, not the date of the RO or when the repair was completed. World Class Technicians are exempt from the repair order count qualifier.
- Must show 100% trained in Emerging Issues at the end of each quarter.
- Must show 100% in Fundamentals/Bronze Certification at the end of the quarter.

## TECHNICIAN EXCELLENCE DASHBOARD



Service technicians enrolled in the Technician Excellence Program by their dealership received a confirmation email from Program Headquarters. To monitor your progress toward achieving Gold, MTC and WCT Certifications, use the GM Excellence Executive Dashboard found in the GlobalConnect App Center.

The Dashboard includes technicians' progress and earning potential for each certification as well as indicates if they've met the qualifiers of the minimum 25 RO count. The RO count is updated weekly.

## TRAINING REQUIREMENTS

Fundamentals courses must be at 100% by the end of each quarter. By design, all Fundamentals courses are web- or video-based and can be completed in-house. They are an important first step in each technician's training plan and are required for any technician to reach Gold Certification.

In addition, Emerging Issues Seminars must be at 100% at the end of each quarter, which means that course credit has been applied for viewing the applicable Emerging Issues Seminars for each quarter.

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# Technician Excellence Program

## Technician Dashboard Example

Technician Excellence

\$1,000

Q4 2023

Q3 2023

Q2 2023

Q1 2023

Q4 RO MIN 45 ✓

Q4 EMERGING ISSUES MET ✓

Q4 FUNDAMENTALS MET ✓

\$1,000 TOTAL		Gold Technician Categories						
Tech Level:	Gold	\$500 GM	Category Name	Completion Percentage	Gold Tech Certified	Gold Qualified	Master Tech Certified	Master Qualified
Dealer Match:	100%	\$500 DEALER						
\$500	> 8	9	1 Automatic Transaxle/Transmission	100%	Y	✓	N	✗
\$425	7		2 Brakes	100%	Y	✓	N	✗
\$400	6		3 Engine Performance	100%	Y	✓	N	✗
\$375	5		4 Engine Repair	100%	Y	✓	N	✗
\$350	4		5 EV Expert	100%	Y	✓	N	✗
\$325	3		6 HVAC	100%	Y	✓	N	✗
\$300	2		7 Manual Drivetrain & Axle	100%	Y	✓	N	✗
\$275	1		8 Mech/Elec/Body Repair	100%	Y	✓	N	✗
\$250	0		9 Steering & Suspension	100%	Y	✓	N	✗
\$0	0		Diesel Engine Performance	64%	N	✗	N	✗
			Electrical/Electronics	95.92%	N	✗	N	✗

Qualifiers

SO DOLLARS LISTED IN YELLOW ARE POTENTIAL EARNINGS FOR THE QUARTER WHEN QUALIFIERS ARE MET.  
SO DOLLARS LISTED IN GREEN ARE ELIGIBLE EARNINGS FOR THE QUARTER.

Track technicians' progress using the Dashboard.

If any ASE Certification or Renewal is required to achieve/maintain Gold Certification, it must be completed by the end of each quarter. Use the myASE Renewal App, or go to [www.ASE.com/GM](http://www.ASE.com/GM) to find available dates and times for an ASE Certification test if needed.

Technicians can view their training progress toward certification, including which required courses still need to be completed, on the Center of Learning website. Technicians may not be up to date on Fundamentals, Emerging Issues, and/or ASE certifications even though Master Technician Certification (MTC) or World Class Certification (WCT) status is shown on the Center of Learning.

**TIP:** Be sure to confirm your email is up to date in the Center of Learning.

## EARNPOWER AND MY GM REWARDS POINTS

earnPOWER Rewards can be redeemed for merchandise, gift cards, travel and much more. Technicians who meet the qualifiers will receive earnPOWER points each quarter based their highest level of certification:

- Gold Certification – Earn up to 500 earnPOWER points per quarter.
- Master Technician Certification – Earn up to 1,000 earnPOWER points per quarter.
- World Class Technician Certification – Earn up to 1,500 earnPOWER points per quarter.
- Technicians who are World Class Technician-certified and current on all training also will earn 250,000 My GM Rewards points (valued at \$2,500) annually.

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# Technician Excellence Program

My GM Rewards points can be applied toward a number of options, including eligible paid service, parts, accessories or an eligible, new GM vehicle purchase or lease or a certified pre-owned GM vehicle purchase. My GM Rewards points are not stackable with the Dealership Employee Discount on a new vehicle purchase. Member enrollment is required to receive points and all World Class Technicians within My GM Rewards are classified as “Silver” status upon account activation in the program. Refer to the program guidelines for complete details.

At the conclusion of each quarter, all program criteria is reviewed to ensure all quarterly requirements have been met. With this information, GM Program Headquarters determines participating dealers’ service technicians’ qualifications for the quarter.

earnPOWER Reward Timing		
Quarter	Quarterly Dates	Estimated Issuance Date
Quarter 1, 2024	January 3, 2024 – April 1, 2024	July 2024
Quarter 2, 2024	April 2, 2024 – July 1, 2024	October 2024
Quarter 3, 2024	July 2, 2024 – September 30, 2024	January 2025
Quarter 4, 2024	October 1, 2024 – January 2, 2025	April 2025

World Class My GM Rewards Timing Eligible participating dealers’ World Class Technicians with a validated My GM Rewards account who have met the quarterly training requirements will receive the annual My GM Rewards points according to the following schedule.

My GM Rewards Timing		
Quarter	Quarterly Dates	Estimated Issuance Date
Quarter 1, 2024	January 3, 2024 – April 1, 2024	April 2024
Quarter 2, 2024	April 2, 2024 – July 1, 2024	July 2024
Quarter 3, 2024	July 2, 2024 – September 30, 2024	October 2024
Quarter 4, 2024	October 1, 2024 – January 2, 2025	January 2025

## LATEST GUIDELINES AND FAQs

The 2024 Technician Excellence Program Guidelines are accessible via the Technician Excellence Dashboard. Select “Guidelines” in the menu on the Dashboard. It includes additional information as well as answers to frequently asked questions.

Job aids that cover all the details about each enrolled technician as well as the dealership service department team covered on the GM Excellence Executive Dashboard also are available. The job aids can be accessed on the Service Technician Training, Recruiting, Retention and Recognition App on GlobalConnect or by clicking the Service Ops link on the TechLink home page. Select the Technician Recruiting, Retention & Recognition tab > Technician Excellence Program to view the job aid.

For more information about the Technician Excellence Program as well as training opportunities in your dealership, talk with your dealership service manager.

► Thanks to Hank Vandeventer



# Exhaust Resonator Rattle



An exhaust rattle may be heard underneath the vehicle on some 2018-2024 Camaro models with the 3.6L engine (RPO LGX). The rattle may be most noticeable when starting the engine or apply the throttle.

exhaust system and corrosion alone will not cause the rattle condition.

If the welds holding the structural tube in place are cracked, replace the rear portion of the exhaust system. Refer to Exhaust Muffler Replacement in the appropriate Service Information.

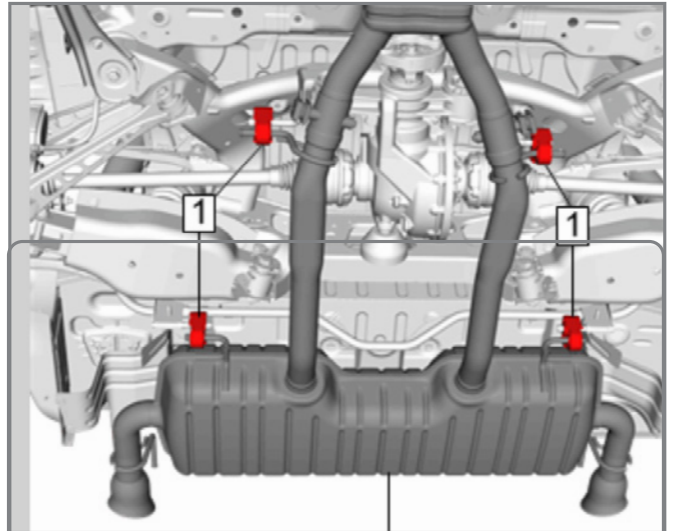


Check the welds for any signs of cracking.

If the rattle sound is heard, it may be caused by the exhaust resonator, not the exhaust valves.

Inspect the lower weld of the structural tube on the bottom of the exhaust resonator and the upper weld on the top of the resonator for any signs of cracking.

The tube in the center of the resonator is a structural component that stiffens the upper and lower halves of the assembly. It is not a drain tube for condensation inside the



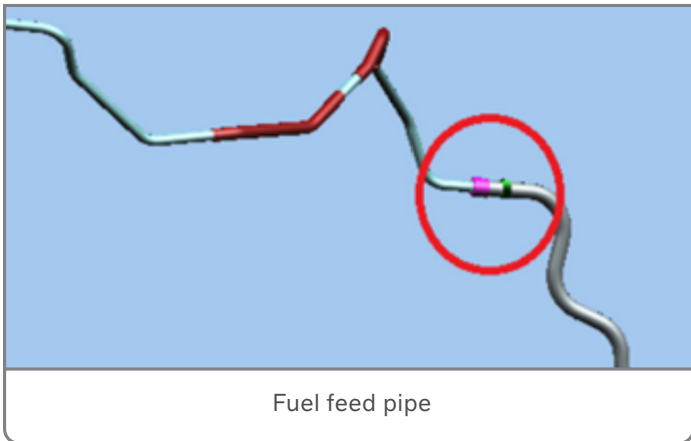
Exhaust system

For more information, including part numbers, refer to Bulletin #23-NA-216

► Thanks to Kurtis Hoezee

# Fuel Feed Pipe Buzzing Sound

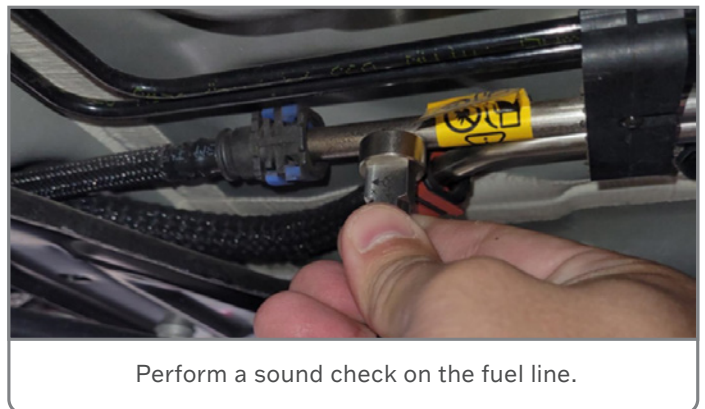
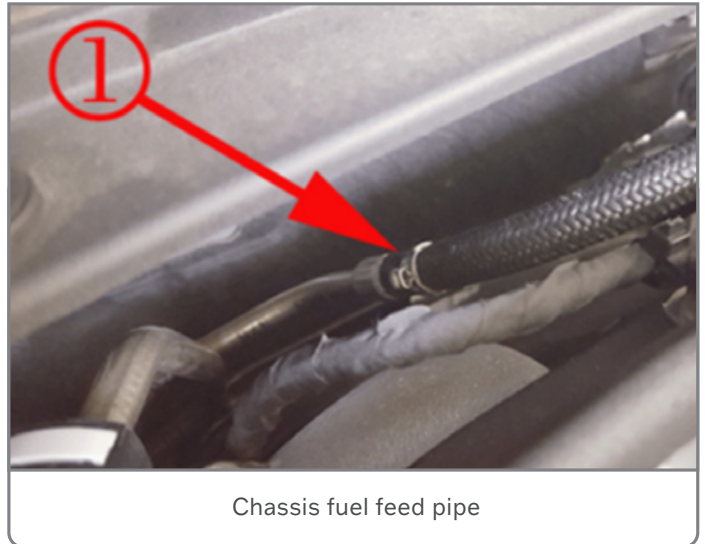
Some 2017-2025 Camaro models equipped with the 6.2L V8 engine (RPO LT4) may have a buzzing, ticking or rattle sound coming from the passenger side of the vehicle. The sound may seem to be louder inside the vehicle than outside. The sound may be originating from the fuel feed pipe.



The fuel feed pipe between the high-pressure fuel pump and chassis fuel line may allow high pressure pulsation back to the low side of the fuel system. The pulsation may be due to a faulty pulse dampener internal to the part.

To help confirm the noise is present within the fuel feed pipe, follow the fuel line underneath the vehicle and perform a sound check at the location shown below. The internal pulse dampener itself cannot be tested.

If the pulse dampener is validated as the source of the noise, replace the fuel feed pipe. The fuel feed pipe on the LT4 engine runs along the firewall and below the vehicle. It has a jumper line with quick disconnects at both ends. One end connects to the chassis line and the other end connects to the high-pressure pump feed line.



Refer to Bulletin #23-NA-207 for additional information and part numbers.

► Thanks to Kurtis Hoezee

# Heated Steering Wheel Operation During a Remote Start

The 2023 XT5 and XT6 are available with two heated steering wheel options. These include the manual heated steering wheel (RPO UVD) and the automatic heated steering wheel (RPO K13).

Some customers may note that on vehicles with RPO UVD that the heated steering wheel does not operate during a remote start. The manual heated steering wheel operates once the ignition is on and the heated steering wheel button on the steering wheel controls is pressed. This operation is by design for the manual heated steering wheel (RPO UVD) and it will not turn on automatically during a remote start. There is not an option for a vehicle built with RPO UVD to be retrofitted with an automatic heated steering wheel.

Vehicles built with RPO K13 can set the automatic heated steering wheel to turn on along with the heated seats during a remote start by going to the Vehicle Settings menu on the infotainment screen. RPO K13 is standard equipment on vehicles equipped with Super Cruise or the Platinum Package.



Heated steering wheel button on the steering wheel controls.

Refer to Bulletin #24-NA-017 for more details.

► Thanks to Kristin Clancy

## TECH LINK

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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