



GM TECHNICAL ASSISTANCE CENTER (TAC)

Dealer Tips and New Information Newsletter

APRIL 19, 2024

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

This content is intended for General Motors dealer educational purposes only. It must not be shared with third parties or consumers. This content cannot be used for promotions, advertisements, or marketing, and is intended solely to be used for dealers' information and education.

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 diagnostic repairs executed 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 updated in March 2024 to include additional information and to include 2025 MY vehicles.

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) #PIE0785: Engineering Information (EI Lite) – (Pictures Only) – Check Engine Lamp Illuminated on Driver Information Center (DIC), Suspect Non-OE Catalytic Converters and/or Exhaust Systems, DTCs P013F, P014A, P014B or P013E Set

This PIE is now in effect for 2023 - 2024 Corvette with the 5.5L engine (RPO LT6).

3) Engine Oil Consumption Diagnosis

When performing diagnosis on an engine for oil consumption, be sure to follow the correct procedure depending on the condition. Vehicles with low mileage and high oil consumption should be checked for high idle time or high engine run time per **Bulletin #01-06-01-011O**. Please make sure to record engine hours when available.

Also, on HD trucks, track consumption based on fuel consumption, not mileage. Using this diagnosis can help avoid having to perform a second oil consumption test, which is a very high customer dissatisfier.

4) #PIP5632H: Procedure for Attaching GDS2 Session Logs to Technical Assistance Cases using Dealer Case Management (DCM) (U.S. Dealers Only)

This PI has been updated to include a special statement:

Attention: Placing bookmarks at Points of Interest in a Session Log may be helpful when you or TAC are trying to diagnose the concern.

Bookmarks can be placed in GDS sessions by hitting the space bar while driving, so it's not necessary to divert your attention from driving.

5) **2023 and 2024 LM2 Engine in SUV Only with DTC P138C**

There is a calibration update available in SPS to correct this concern.

TRANSMISSION & DRIVETRAIN

1) **#PIP5973: Noise from the Rear Differential**

This PI is available in SI for 2019 - 2024 Medium-Duty 4500HD, 5500HD, and 6500HD Trucks.

PERFORMANCE VEHICLES

1) **#PIC6542: Diagnostic Tip - Stealth and/or Shuttle Mode Unavailable Message in the DIC**

This bulletin has been released and is now available in SI for the 2024 MY Corvette E-Ray with the RPO LT2 engine.

INFOTAINMENT

1) **Bulletin #24-NA-052: Radio Software Version Z171 - Multiple Updates for IOK**

This bulletin is available for 2024 Corvette and 2022 - 2024 HUMMER vehicles with the RPO IOK 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.

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

New Case Routing Selections:

DCM Case routing	Detail
Brakes/Steering/Suspension	Existing case routing
Engine/Drivability - Gas	Existing case routing
Engine/Drivability – Diesel	Existing case routing
Electrical-HVAC Body Restraint	Existing case routing
Electric Veh/Propulsion/Body	New - Electrical Vehicle (EV) routing (LYRIQ EV, Blazer EV, Etc..)
Electric Veh/Radio/Info/OnStar	New - Electrical Vehicle (EV) routing
Med Duty/ Trans/ Driveline	New - Medium Duty Transmission and Driveline
Med Duty/Brake/Steering/Susp	New - Medium Duty
Med Duty/Elect/HVAC/Body/SRS	New - Medium Duty
Med Duty/Engine-Diesel	New - Medium Duty Diesel Engine and Drivability
Med Duty/Engine-Gas	New - Medium Duty Gas Engine and Drivability
Med Duty/Radio/Info/OnStar	New - Medium Duty
Transmission/Drivetrain	Existing case routing
Hybrid	Existing for Bolt/ Volt/ BAS, etc..
Radio/Info/OnStar	Existing case routing

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.