



# GM TECHNICAL ASSISTANCE CENTER (TAC)

## Dealer Tips and New Information Newsletter

JUNE 20, 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) Working with Closed 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 was 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 four active Action Center vehicles being tracked. Please be sure to start a TAC case on the following vehicles for tracking purposes:

- **2024 Traverse/Acadia** continues.
- **2024 Blazer EV** is ongoing.
- **2024 Silverado EV RST** Action Center started on 6/17/2024.
- **2024 Equinox EV** Action Center began on 6/24/2024.

# 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) #PIP5984A: 6.2L L87 Engine Parts Restriction

This PI is now available in SI and explains the part restriction for the L87 engine.

## 3) #PIP5986: Diagnostic Tip: DTC P219A Set as Current or History But Easily Duplicated

This PI is now available in SI for the 2024 Traverse and Acadia with the 2.5 LK0 engine.

## 4) Bulletin #24-NA-097: DTC P20EE, DEF Control Unit Recalibration

This bulletin is now available in SI for the 2022-2024 Low Cab Forward Medium-Duty Truck with the 5.2L L1B engine.

# TRANSMISSION & DRIVETRAIN

## 1) Noises on All 10L1000 and 10LXX Transmissions

If you start a case on a noise concern on a 10-speed transmission, please include the following:

- A. A video file of the noise. Pico files are ok, but engineering prefers the video file on this.
- B. What type of noise, i.e., whine, rattle, ratcheting, etc.
- C. Is the concern present hot, cold, or both?
- D. Is the concern present in Park and Neutral at idle, and again with increased engine RPMs?
- E. Is the concern present in gear stopped at idle, and again when power braking? Power braking should not be longer than 5 seconds and no greater than 1,100 RPMs.
- F. If the concern is heard while driving, what ranges? Please be specific.
- G. If the concern is heard with the windows up and over the sound of the radio, use a cell phone to obtain a short audio/video file of the noise while showing the tachometer to record engine RPMs during the concern. If the noise is present in Park and Neutral, include the tachometer during an engine RPM sweep as well. Attach the file to the case.

# TRUCKS & CROSSOVERS

## 1) #PIT6154A: Diagnostic Tip for Steering Wheel Oscillation, Wobble, Shimmy, Dither, Vibration

This PI has been updated and is now available in SI for the 2024 Silverado 3500 HD and Sierra 3500 HD trucks.

## 2) #PIT6177: Squeak and/or Clunking Noise from Rear of Vehicle

This PI is available in SI for 2020-2024 Silverado 1500 and Sierra 1500 trucks.

# PERFORMANCE VEHICLES

## 1) Bulletin #24-NA-086: Folding Top Service Tips to Prevent a Broken Rear Glass Assembly

This bulletin has been released for 2016-2024 Camaro convertibles.

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

This bulletin has been released for 2024 Corvettes.

# 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) Tips When Using DCM for Case Updates

When working in the DCM, use the Chrome browser to help ensure issues from occurring.

If you are writing a long explanation, it's recommended to leave the browser open for the information to be submitted after saving, which will ensure the information doesn't get wiped out. A good way to do this is to go back to the case list to ensure the latest entry is there.

Also, if there is a lot of information or complex questions involved, you may want to consider calling in to speak with a consultant to get answers more quickly without typing it all out. That's what we are here for. We really want to help in the way that is best for you and us.

Thanks to Craig Dawe, TAC consultant.

### 3) Opening a TAC Case

When opening a TAC case, please run a VIN search to see if a case already exists on the vehicle for the same concern from your dealer or there is a recent case from another dealer. 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.

### 4) 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 calling TAC and having the advisor 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.

### 5) 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.

### 6) 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.

### 7) Adding DTCs to a Case

When adding DTCs to a case, please state the module that 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 TAC consultant James Minter.