



## Using the NACS DC Adapter to Access the Tesla Supercharger Network

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# Using the NACS DC Adapter to Access the Tesla Supercharger Network



GM EV customers with a GM-approved North American Charging Standard (NACS) DC adapter now have access to more than 17,800 Tesla Superchargers throughout the U.S. and Canada to quickly charge their EV when on the road.

The NACS DC adapter helps expand the EV charging infrastructure for all GM EVs equipped with the DC Fast Charging option, including the Blazer EV, Equinox EV, Silverado EV, Bolt EV and EUV, LYRIQ, Sierra EV and other models. Spark EV models are excluded. The NACS DC adapter is designed to plug into a Combined Charging System (CCS) charge port inlet on GM EVs while connecting to a NACS DC Fast Charging station.

**TIP:** At this time, adapters are not available for dealer ordering. Any NACS DC adapter orders placed through Parts Workbench or any other dealer ordering system either for dealer stock or on behalf of a customer will be cancelled. Dealers will be notified later this year when dealer ordering will be available.

Only a GM-approved NACS DC adapter should be used to charge on any NACS DC public charger, including on the Tesla Supercharger network. The GM NACS DC adapters have been specifically designed to protect GM EV batteries while charging. The GM New Vehicle Limited Warranty will not cover damage caused by the installation and use of non-GM parts, including a non-GM NACS DC adapter.

## USING THE MOBILE APP

To use the NACS DC adapter and charge on the Tesla Supercharger network, the proper charging settings must be set up in customers' public charging profile within the GM vehicle mobile app.

Note: The mobile app is available on select Apple and Android devices. Service availability, features and functionality vary by vehicle, device, and the plan enrolled in.



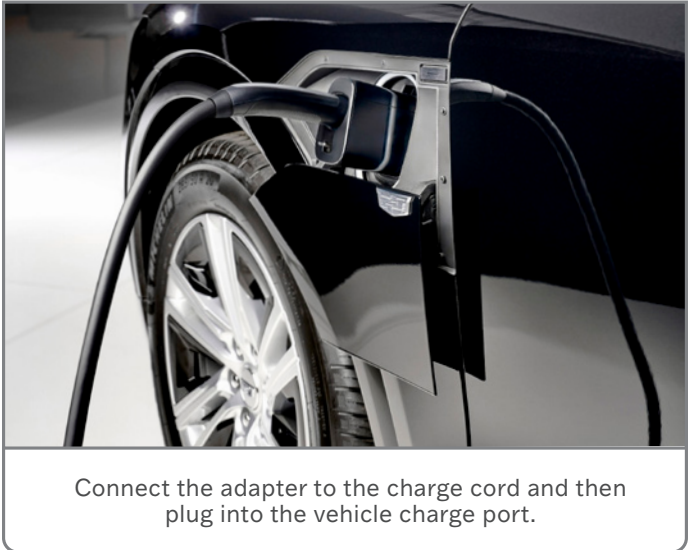
Select the Tesla Supercharger in the Public Charging settings to activate access.



NACS DC adapter

## NACS DC ADAPTER

The NACS DC adapter can be purchased through the GM vehicle mobile app (myChevrolet, myCadillac and myGMC apps) via the accessories e-commerce experience. Customers can have the adapter shipped to their home or their preferred dealership.



Customers do not need to download the Tesla mobile app to charge on the Tesla Supercharger network.

Using the GM vehicle mobile app, customers can find a Supercharger station or any DC Fast Charging station and get real-time availability, plan routes that pinpoint charging stations, initiate a charge, and pay for the charge.

## DC FAST CHARGING

The NACS DC adapter is designed for use with Generation 3 (V3) and beyond Tesla Superchargers and NACS DC Fast Charging stations. The NACS DC adapter does not work with Level 2 Tesla chargers.

**TIP:** Some 2019-2020 Bolt models may require a software update to ensure a successful charging experience. Several NACS internal diagnostic functions may be detected by the Hybrid/EV Powertrain Control Module 2 (HPCM2) software as a vehicle fault. The HPCM2 should be reprogrammed according to the guidelines in Bulletin #24-NA-200. Refer to the bulletin for additional details.

To use the NACS DC adapter at a NACS DC compatible charger, connect the adapter to the charge cord and then plug into the vehicle charge port. After charging is complete, remove the

NACS DC adapter and the charge cord together from the charge port. Press the latch button on the NACS DC adapter to remove it from the charge cord. Stow the adapter in the vehicle's glove compartment until needed for the next charge.

GM recommends:

- Charging the high-voltage battery to 80% or less unless your drive requires a full charge.
- Charging the high-voltage battery before it falls below 20% charged, if possible.
- Setting the battery charge level to 80% or less, especially if your route includes steep mountain terrain or when towing a trailer, to maximize regenerative braking performance.

When charging is active, the DC vehicle plug is locked to the DC charge port and cannot be disconnected. Keep in mind that it is normal to hear fans, pumps, and electrical devices clicking while the vehicle is turned off and charging.

When vehicle charging is complete, charging automatically stops and the plug unlocks. To manually stop charging, use the button on the DC vehicle plug, the controls at the charging station or tap the Stop button on the Charging page on the vehicle's infotainment screen.

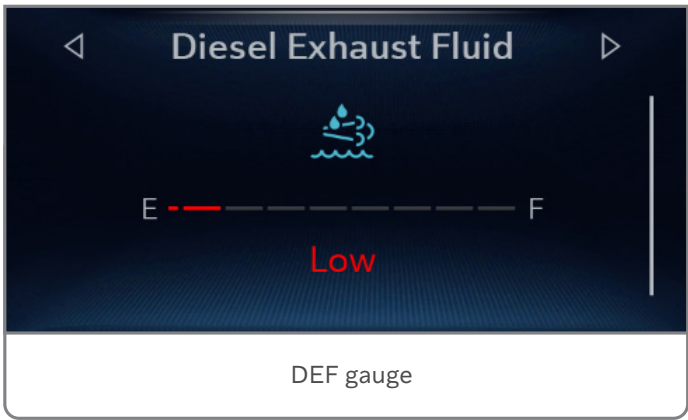
For NACS DC Adapter warranty information, refer to Bulletin #24-NA-202.

► Thanks to Rick Miller



# Unable to Fill the DEF Tank

The Diesel Exhaust Fluid (DEF) tank may appear to be empty shortly after beginning a towing trip or it may be difficult to properly fill the DEF tank on some 2020-2025 Silverado 1500, Silverado 2500HD/3500HD, Tahoe, Suburban, Sierra 1500, Sierra 2500HD/3500HD, Yukon; and 2021-2025 Escalade models equipped with a diesel engine (RPO LM2, LZ0, L5P). Under high load towing conditions, the amount of DEF used may engage the DEF warning system before the DEF system can read the tank has been filled. If the tank is filled under these conditions, the DEF system will not see the fill and may not see subsequent fill attempts.



The vehicle should be driven to allow the DEF warning system to progress until a specific speed limitation warning is displayed on the Driver Information Center before adding DEF to the tank. In the U.S., the speed limitation will be 65 mph (105 km/h).

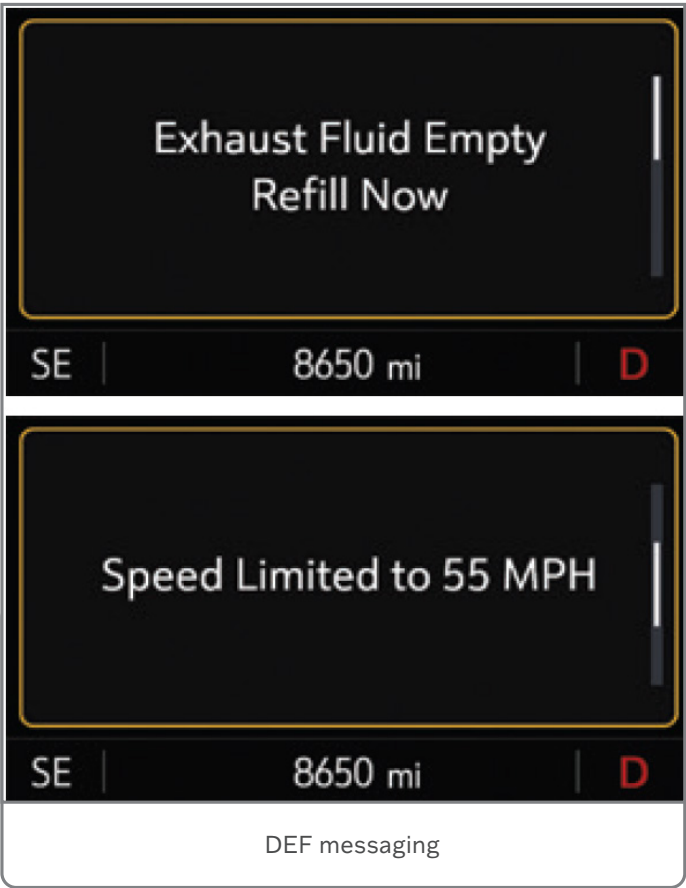
**TIP:** Refer to Bulletin #22-NA-150 to verify the Reductant Control Module has the latest update available and that the Reductant Fluid Tank Level has been reset.

The DEF level also can be exacerbated by vehicle loading that exceeds the Gross Combined Weight Rating (GCWR) when towing. Reference the towing label inside the driver's door and, using a commercial scale, confirm that the total weight of the vehicle, trailer and cargo does not exceed the GCWR.

## DEF WARNING STRATEGY

When the DEF warning strategy is implemented, it is based on an estimated range to speed limitation of 1,000 miles (1,609 km). When the gauge is reviewed during the warning strategy, the gauge will show very little DEF or no DEF at all. This is a

normal condition. The DEF system needs to complete the warning strategy and inducement is not shown on the gauge. Only the reserve level is displayed in some cases. With large trailers, there may not be a reserve and there will not be any gauge bars displayed.



Do not immediately add DEF when there is a DEF system message and a low gauge reading in order to drive the gauge back up or to remove the DIC message. The accompanying chart shows the DIC messages that may appear while towing and the messages in red where it is not appropriate to add DEF to the tank. Areas in green indicate that at these warning levels and when these messages are displayed it is OK to add DEF to the tank.

Customers should be encouraged to not fill the DEF tank under these conditions until the warning strategy indicates a specific speed limitation will be reached (65mph/105 km/h). When the system message changes from "Speed Limited Soon" to "Speed Limited to 65mph in xx Miles" it is safe to add DEF and the fill will

be detected. The messages may stop for a short period, but they will begin again shortly if the vehicle is still towing. The vehicle can continue to be operated until the DIC message is displayed that inducement and speed reduction are imminent. This is technically the best time to fill the DEF tank, and the system will register a fill at the inducement level if DEF has not been added during the warning strategy and there are not any functional issues with the DEF system.

**TIP:** When adding DEF to an empty or very low tank, always add at least 2 gallons (7.2 L) of DEF to release the vehicle from speed limitation.

Check out Bulletin #24-NA-196 for more information.

► Thanks to Dave MacGillis, Kevin Minor and Mike Waszczenko



The best time to add DEF to the DEF tank (blue cap) is when a DIC message displays that inducement and speed reduction are imminent.

Wrng Level	Actual Range (mi)	DIC Range (mi)	Inducement Message	DIC (MY20-22 IMAGES SHOWN)
2-3	1650	1000	1000 Miles Warning (dismissible) – one time <b>(500 Miles for MY23+ HDPU)</b>	
4	950	300	300 Mile Warning (dismissible) – every drive cycle	
5	725	75	75 Mile Warning – DEF Level Low, Speed Limit Soon (dismissible). <b>Gauge will animate 'Low' regardless of actual level.</b>	
6	650	0	500 Miles to 65MPH – permanent, blocks DIC	
8	150		75 Miles to 55MPH – permanent, blocks DIC	
10	75		75 Miles to 5MPH – permanent, blocks DIC	
14	0		Speed Limited 5MPH – permanent, blocks DIC	

DIC messages that may appear while towing. Messages in red indicate when it is not appropriate to add DEF to the tank. Messages in green indicate when it is OK to add DEF to the tank.

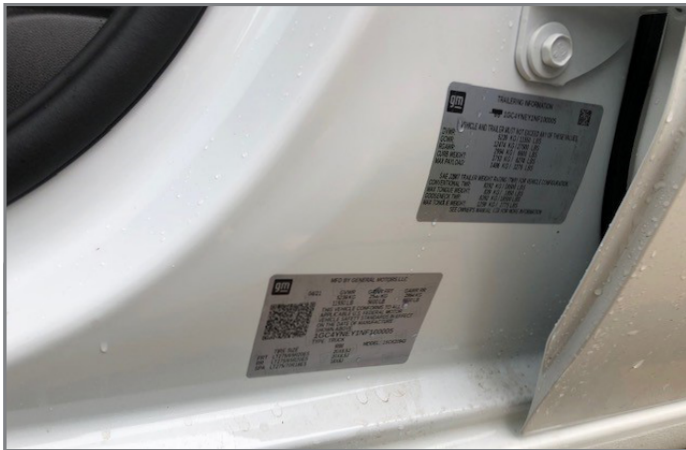
# Gross Combined Weight Message on the Driver Information Center

There may be a GCW Overweight message displayed on the Driver Information Center of some 2022-2025 Silverado 1500, Sierra 1500; and 2024-2025 Silverado 2500HD/3500HD and Sierra 2500HD/3500HD trucks equipped with the In-Vehicle Trailing App (RPO UET). The message appears only when towing a trailer.



A GCW Overweight message may display on the Driver Information Center when towing a trailer.

With the Gross Combined Weight (GCW) Alert feature turned on using the trailing application on the infotainment screen, the GCW is determined once the customer has driven the vehicle long enough to acquire data to calculate the total mass of the vehicle and trailer. The feature does not actually measure the loaded weight of the vehicle or trailer. It uses vehicle data to estimate these weights.



Trailing Information Label

If it's estimated that the combined weight of the vehicle and the trailer may exceed the vehicle's Gross Combined Weight Rating (GCWR), it will trigger the alert. However, it does not mean the vehicle is overloaded. The message is just a reminder that the GCW should be checked on an actual scale.

The GCWR for the vehicle is on the Trailing Information Label. The weight of the loaded vehicle and trailer, including passengers and cargo, cannot exceed the GCWR.

Note: Always verify that the weight of the vehicle, vehicle contents, trailer, trailer contents and trailer tongue are below all of the maximum weight ratings.

## TRAILERING APP

The GCW feature as well as a number of other trailer settings can be adjusted using the trailing app. The Status View shows the status information for the active trailer profile. Each section provides high-level information. Select a section to open up a new screen with additional information or options. Open the Weight screen to turn the GCW feature on/off.

For more details, refer to #PIC6572.



Trailing App

► Thanks to Ted Luczak



# MDI 2 Manager Software Update

A new software update for the MDI 2 Manager is being rolled out to GM dealerships (U.S.) The staggered rollout of the new MDI 2 Manager software (version 9.1.2202.128) includes several enhancements, including to the Point-to-Point (dongle) wireless channel selection algorithm, which will address some of the MDI 2 connection issues that technicians may be experiencing. It also contains an update to the wireless dongle firmware.

The update for the MDI 2 Manager application software, which allows the MDI 2 to communicate with the host computer, should automatically download and install when opening Techline Connect (TLC).

The initial rollout of the software update will include a select list of dealers from several states. Additional dealers in other states will be added over the next few weeks.

When the update becomes available to your dealership, the MDI 2 Manager update will begin when logging in to Techline Connect. As a user, full administrative rights are needed to install the update. If encountering issues with the MDI 2 Manager update not installing or functioning properly, right click on the TLC icon on the desktop and select "Run as administrator."

Any questions about the software update should be directed to the Techline Customer Support Center (TCSC) at 1-800-828-6860.

► Thanks to Chris Henley



MDI 2



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