

SERVICE

# IN SIGHTS

WINTER 2020

*Service Repair News  
from your Parts Dealer*



## MEET THE ALL-NEW 2020 CORVETTE

My GM Partner  
Perks Benefits

The Perils of  
Counterfeit Parts

BATTERY  
REPAIR  
TIPS  
INSIDE

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WINTER 2020

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## SERVICE

# IN SIGHTS

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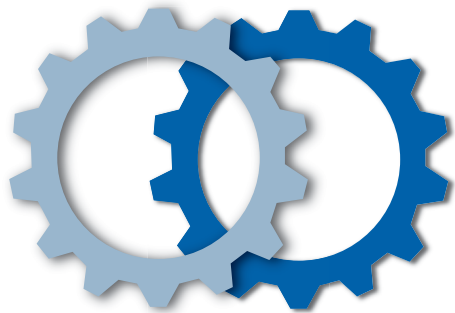
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## INSTALLERS FIND SUCCESS WITH

# my GM Partner Perks

**INDEPENDENT INSTALLERS** around the country are experiencing firsthand the positive impact that the **my GM Partner Perks** loyalty program is having on their business.

The program provides rewards for purchases of any GM part from any GM brand. Program points can be redeemed for traditional rewards or used to reinvest in the business through incentives, marketing support, training resources and business tools.

In addition to rewards points, a recent program enhancement provides yet another benefit for my GM Partner Perks members.

### STREAMLINED QUARTERLY TRADE REBATE INTEGRATION

Beginning Jan. 1, my GM Partner Perks will introduce a streamlined trade

rebate process to provide a seamless electronic rebate claims process on quarterly purchases of eligible GM Genuine Parts and ACDelco Parts. The electronic process allows all of a participating my GM Partner Perks member's qualifying trade rebate purchases to be tracked online and their rebate claims to be loaded directly to the shop's promotional dashboard from the my GM Partner Perks portal at **mygmpartnerperks.com**.

Participants who elect to use the electronic method for trade rebates simply need to follow the "2-Click Process" on the portal. First, participants click to agree to the outlined terms and conditions. Once they've reviewed their purchases for a quarter, they click to validate that the parts have been loaded accurately to their dashboard within two weeks of quarter's end.

### LATEST PROGRAM BENEFIT: NEW 2-CLICK TRADE REBATE PROCESS

The simplified rebate process offers participants an opportunity to track all of their purchases while saving time by avoiding the manual process. To use the new electronic option for Q1 of 2020, participants must be enrolled and active by December 31, 2019. Those who enroll as a my GM Partner Perks member in Q1 can earn rebates in the following quarter using the streamlined process.

In order to participate, click the Trade Rebates tile from your my GM Partner Perks dashboard and follow the instructions.

My GM Partner Perks members who still would like to complete the process manually may continue to submit forms online or via mail with the forms

found on **gmpartsrebates.com**. Those not active in my GM Partner Perks may also participate through the manual process.

*To review the current trade rebate offers, see the inside back cover of this issue. ■*

### ENROLL IN MY GM PARTNER PERKS

Enjoy the benefits of my GM Partner Perks and see the difference it makes for you! Go to **mygmpartnerperks.com** or call 1-800-253-3428 to sign up today.

my GM

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Reports | My Toolbox

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Q3 OFFERS AND PROMOTIONS

Product Rebates

ALL PRODUCTS

PRODUCT LINES: ALL PRODUCTS

PRODUCT LINE ▼	AWAITING APPROVAL	AWAITING REBATES	APPROVED	APPROVED REBATES	TOTAL PURCHASED	REBATE LIMIT	
PROFESSIONAL PADS & SHOES	7	\$14.00	0	\$0.00	7	50	<a href="#">View / Approve</a>
AIR CONDITIONING	1	\$10.00	0	\$0.00	1	50	<a href="#">View / Approve</a>
ADVANTAGE PADS SHOES	16	\$24.00	0	\$0.00	16	50	<a href="#">View / Approve</a>
TOTALS	24	\$48.00	0	\$0.00	24	150	

APPROVE ALL REBATES NOW

PROFESSIONAL PADS & SHOES				
REBATES AWAITING APPROVAL				
SELLER NAME	INVOICE NUMBER ▼	PART NUMBER	PRODUCT LINE	DESCRIPTION
FORT MEIGS AUTO ELECTRIC	562142	19108014	PROFESSIONAL BRAKES	Ceramic Rear Disc Brake Pad Set
FORT MEIGS AUTO ELECTRIC	562138	19171815	PROFESSIONAL BRAKES	Ceramic Front Disc Brake Pad Set
FORT MEIGS AUTO ELECTRIC	561862	19108014	PROFESSIONAL BRAKES	Ceramic Rear Disc Brake Pad Set
FORT MEIGS AUTO ELECTRIC	561636	19286421	PROFESSIONAL BRAKES	Ceramic Rear Disc Brake Pad Set
FORT MEIGS AUTO ELECTRIC	561391	19165980	PROFESSIONAL BRAKES	Ceramic Front Disc Brake Pad Set
FORT MEIGS AUTO ELECTRIC	561391	19286309	PROFESSIONAL BRAKES	Ceramic Rear Disc Brake Pad Set
FORT MEIGS AUTO ELECTRIC	561356	19339852	PROFESSIONAL BRAKES	Ceramic Front Disc Brake Pad Set
APPROVED REBATES				
SELLER NAME	INVOICE NUMBER ▼	PART NUMBER	PRODUCT LINE	DESCRIPTION
<a href="#">APPROVE REBATES NOW</a>				

Trade Rebate Integration provides a seamless electronic rebate claims process.



# Assessing the Damage

## Counterfeit Parts Cause Problems in Many Areas

*This is the second in a series of articles on the perils of counterfeit parts and the negative impact they can have on business.*

**COUNTERFEITING AUTO PARTS** is not a victimless crime when one considers:

- **Safety and Satisfaction** — Counterfeit auto parts pose safety risks to unsuspecting consumers and technicians.
- **Brand Integrity** — Counterfeiting destroys the brand reputation of legitimate companies and poses product liability issues.
- **Profitability** — Counterfeiting can adversely impact the profitability and viability of installers and legitimate parts suppliers.

**SAFETY & SATISFACTION** “When motorists and repair technicians unknowingly buy these readily available counterfeit parts, they likely have no idea that what they are installing is inferior and potentially dangerous,” said Bill Long, President and CEO of the Motor & Equipment Manufacturers Association (MEMA).

Because fake auto parts are a serious problem, GM has a Brand Protection team in Global Security and Customer Care and Aftersales that works diligently to protect our brands from being counterfeited. Counterfeit GM Genuine Parts and ACDelco parts can harm our customers.

### For example:

- Counterfeit brake pads may have decreased stopping power or wear quicker.
- Bogus spark plugs can overheat and may lead to fire.
- Counterfeit oil filters can cause sudden engine failure.
- Fake air bags may not deploy or may deploy with shrapnel — causing injury or worse.

**BRAND INTEGRITY** In North America, counterfeit parts have a harder time getting into

GM's distribution channels because the channels are run so tightly. But that doesn't mean the pipelines are completely free of fakes. For ACDelco and GM Genuine Parts distributors, counterfeiters are unfair competitors who steal customers and sales.

In addition, counterfeit parts undermine the trust consumers place in a business. Bad word-of-mouth that a facility uses substandard or fake parts scares away customers and can kill a business.

**PROFITABILITY** Imitation parts are also usually less reliable, so they need to be replaced more often, tying up technicians and service bays.

Counterfeit parts can cause mechanical problems and system breakdowns in addition to putting people at risk for

serious injury or death. And in the same way shoplifters end up costing honest customers more money at the checkout line, counterfeiting can result in more costly parts for honest service providers because of lost revenue.

The impact doesn't stop there. Although estimates vary, looking at it from the perspective of legitimate parts suppliers, it is safe to say counterfeiting steals tens of thousands of good manufacturing jobs in the United States alone.

All of these reasons speak to the damage caused by counterfeit parts.

In the next issue of *Service Insights* magazine, we'll highlight the most commonly counterfeited parts and the telltale signs that indicate their inauthenticity. ■



# Simplify the PROCESS

Pre-assembled steering linkage allows for quick, easy installation

The ACDelco Complete Pre-Assembled Steering Linkage line has simplified the often-complicated process of installing a vehicle's steering linkage. The line offers installers an option for a direct replacement part that doesn't require the lengthy process of identifying, sourcing and assembling multiple other parts.

Expertly engineered and manufactured to stringent tolerances, the complete linkage assemblies are available for certain 1992–2016 model year Chevrolet and GMC trucks and SUVs; Dodge Ram trucks; Ford wagons and vans; and Jeep Wrangler vehicles.

The complete steering linkages have been thoroughly tested and backed by ACDelco for a quicker, more durable repair.

Linkage features consist of premium components for high-quality strength and durability. Other highlights of the design include:

- A pressed-in cover plate design
- Application-specific bearings
- Pre-lubricated adjustment sleeves for easy service
- Bearings that combine a sintered metal and glass-reinforced polymer to help provide a durable bearing surface
- Sockets that are grease-able (to extend service life) and contain a Belleville washer to minimize impact and extend bearing life even further
- A resulting reduction in tire wear along with improved steering ■

## Complete Steering Linkage Pre-Assembled



Because the steering linkage is a direct replacement part, there's no need to identify, source and assemble a series of other parts.



For the 2006 Ford Truck Wagon E350 Super Duty



For the 2012 Dodge Ram 2500



For the 2015 Jeep Wrangler



For the 2008 Dodge Ram 1500

### LEARN MORE

For specific part numbers and details on the Complete Pre-Assembled Steering Linkage, visit [acdelco.com](http://acdelco.com) or contact your preferred parts dealer.

# New Lightweight **2.7L Engine** PACKS A POWERFUL PUNCH

**B**lending capability and efficiency in a lightweight package, the new turbocharged 2.7L I4 engine (L3B) — available on 2019 and 2020 Silverado and Sierra 1500 models — generates 310 horsepower and 348 lb.-ft. of torque while taking only 1.93 seconds to reach 90% of peak torque at 1,500.



The 2.7L delivers that performance in a lighter package than the larger 4.3L V6 engine available on the pickups, weighing about 80 pounds less than the 4.3L, thanks in part to the use of an aluminum, high-pressure die-cast block, a lower crankcase extension, and a composite intake air fuel module and oil pan.

The 2.7L is built off GM's new Cylinder Set Strategy (CSS) architecture, which includes many efficiency-focused technologies, including Active Fuel Management (AFM), Spark Ignited Direct Injection (SIDI) and Variable Valve Timing (VVT).

## **Turbo Power**

The powerplant employs a dual volute turbocharger that optimizes exhaust pulse energy to reduce turbo lag and increases the low-speed torque required in a truck application. The turbocharger also uses an electrically actuated wastegate for fast boost

response and improved engine efficiency. The wastegate valve opens and closes a passage within the turbocharger housing that allows excess exhaust pressure to bypass the turbine and flow into the downstream exhaust.

## **SCS Valvetrain**

To balance power with fuel economy (EPA-estimated 20 mpg city/23 mpg highway), the engine features an innovative Sliding Cam Valve Lift System (SCS) that modifies camshaft timing under changing engine demand.

Using three distinct operating modes, the SCS enables the Engine Control Module (ECM) to change the camshaft lift profiles of the intake and exhaust camshafts while the engine is running. Four intake camshaft profile actuators and two exhaust camshaft profile actuators help vary the lift profile



Chevy Silverado 1500

GMC Sierra 1500

sleeve position axially on the camshaft when commanded by the ECM. To maximize efficiency, the SCS employs three unique-sized cam lobes on each profile slider that engage based on the following operating conditions:

## **Power Profile: High Lift**

In this profile, all four cylinders are active and all valves open to their maximum lift when full engine capability is needed.



## **Fuel Economy Profile: Low Lift**

Reduced capacity (7-mm lift) changes the duration of the valve opening and closes the valve early. Here, all four cylinders are still active, but all intake

valves open to a lower lift height to help save fuel under medium load conditions, such as highway driving.

## **Active Fuel Management**

This cylinder deactivation mode is used for increased fuel economy during light load conditions, such as highway cruising. In this mode, cylinders 2 and 3 are shut off.

## **Active Thermal Management**

The engine's active thermal management cooling system helps control coolant temperature, sending heat where needed to reduce friction and to warm the passenger compartment while cooling the engine and transmission. This helps reduce cold start friction and enhances combustion efficiency and exhaust cooling when the engine is warm.

Coolant flow is supplied through the entire active thermal management system via an electric water pump mounted to the bottom-left side of the engine. The ECM controls the water pump via the Local Interconnect Network (LIN). ■

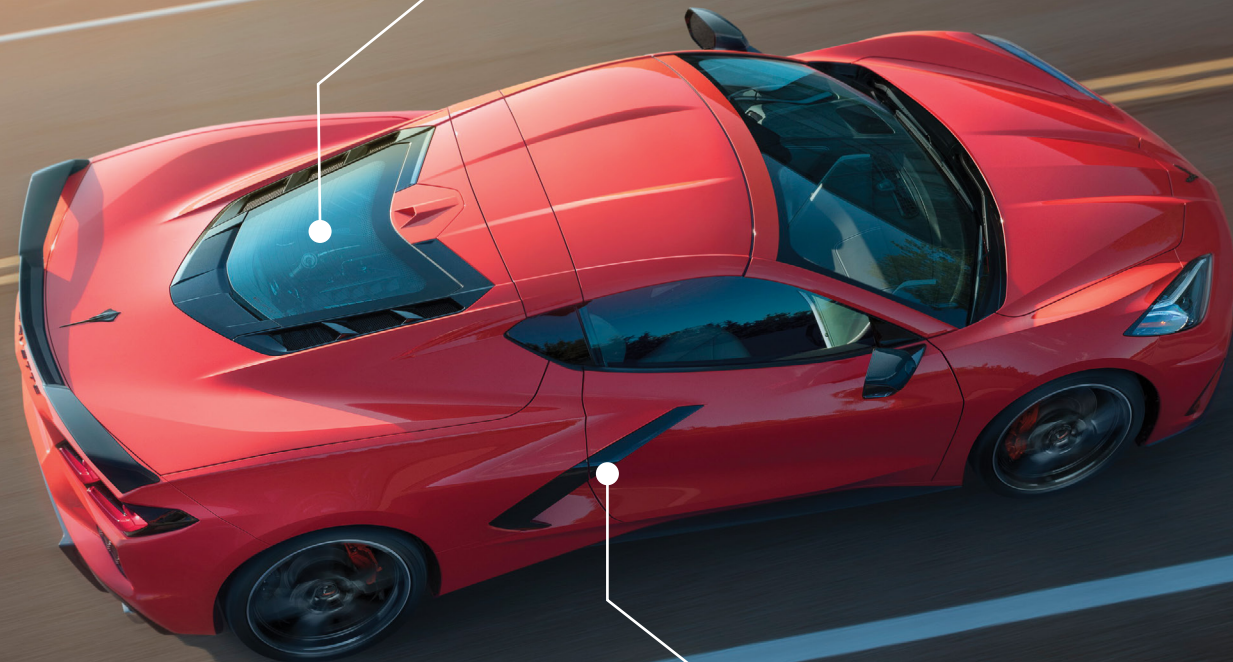
# THE 2020 CORVETTE

— a *Mid-Engine Masterpiece*

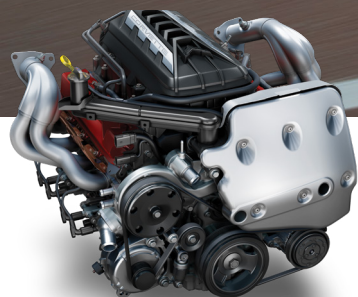
The all-new Corvette Stingray Coupe and Convertible have been completely redesigned from the ground up to deliver a thrill on every drive.



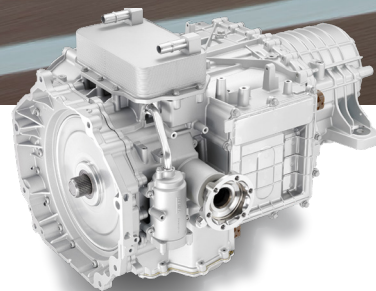
The mid-engine configuration helps provide outstanding visibility, responsiveness and driving feel.



The Corvette's fighter jet-inspired design features hidden door handles as well as hidden hatch and hood releases that contribute to its incredibly clean, aerodynamic appearance.



The all-new 6.2L (LT2) V8 engine not only delivers 495 horsepower and 470 lb.-ft. of torque, but a 0–60 mph time of 2.9 seconds — making the 2020 Corvette the most powerful production Stingray ever.\*



A standard dual-clutch transmission ensures lightning-quick shifts, combining the smoothness of an automatic with the action of a manual.



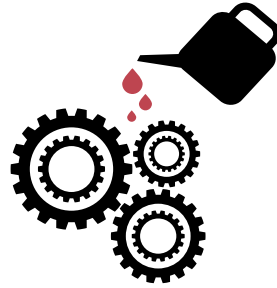
The standard Driver Mode Selector lets drivers electronically calibrate up to 12 performance variables to tailor the Stingray for enhanced performance.



The Corvette's handsome, meticulously crafted cockpit offers six color themes and brims with premium materials, including hand-wrapped, cut-and-sewn leather components with thick press stitching.

\*Requires available Performance Exhaust or Z51 Performance Package.

# New Transmission Fluid for 2020 Corvette



**AS A POWERFUL, HIGH-PERFORMANCE SPORTS CAR**, the all-new 2020 Chevrolet Corvette C8 relies on precisely engineered parts and components — including an advanced dual-clutch transmission (DCT) — to help it deliver the kind of performance that enthusiasts expect.

The DCT employs friction plates and clutches instead of a torque converter to launch the vehicle and provide immediate response. To help the gearbox perform at its best, ACDelco has developed a new DCT FFL-4 Transmission Fluid (Part Numbers 10-4130/19418016) that is specifically designed for dual-clutch operation.

Not only is the fluid formulated with the correct chemistry to help properly protect the Corvette's transmission, it is vital for the transmission's proper operation and maintenance. The fluid also helps ensure stable temperature control dependency. If an incorrect or non-approved fluid is used, performance, quality and durability can suffer.

## Intensive Testing

To achieve the best performance and ensure optimal friction levels and gear wear, the FFL-4 fluid underwent intensive testing on GK test rigs.

In addition, the ASTM 130 Copper Corrosion test was extended beyond its normal range to address the immense stress imposed upon the transmission.

What's more, the Corvette C8 boasts a transmission cleanliness level that exceeds the industry standard — a critical factor for proper operation of its dual clutch.

## When to Change the Transmission Fluid

This Corvette employs a computer that indicates when to change the FFL-4 transmission fluid, which is based on a combination of factors, including temperature and miles driven. When the system has calculated that fluid life has been diminished, a Change Transmission Fluid Soon message activates.



Note that the system must be reset after each fluid change. If reset accidentally, the owner's manual recommends changing the fluid after 3 years or 45,000 miles, whichever comes first. ■

# ACDelco Streamlines Wiper Blade Line

**T**oday's vehicles are overflowing with the latest technology and advanced systems, some of which may require a bit of extra attention in the service bay. So why worry about wiper blades?

ACDelco's new Professional beam and hybrid wiper blade line has been streamlined and simplified to offer easy one-step installation with no adaptors. The line, which has been pared down to 18 SKUs (from more than 30), provides coverage for more than 99 percent of GM vehicles and more than 90 percent of all makes.

The line offers a major competitive advantage. Because of the direct fit,

blades can simply be taken out of the package and installed without additional steps. You also will spend less time searching for the correct part number.

While some competitors offer "consolidated" parts, their wipers require extra time to install and include multiple adaptors that can get lost if they fall out of the package.

Both the Professional beam and hybrid wipers have been tested to perform more than 500,000 cycles and were engineered to conform to today's highly curved windshields. Vehicle type determines which wiper to install. ■



## AT A GLANCE

### Beam Wiper Blade

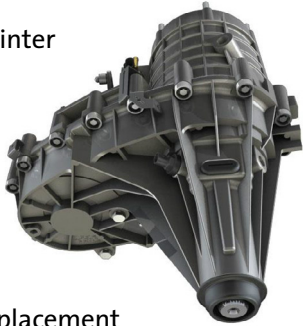
- 7 SKUs for more than 23 million operating GM vehicles
- Fits pinch-tab and push-button arm type connections
- Airfoil blade helps reduce wind lift
- One-piece structure helps resist snow and ice clogging
- Looks and functions like the OE beam blade

### Hybrid Wiper Blade

- 11 SKUs for more than 10.6 million operating GM vehicles
- Fits both 9x3 and 9x4 hook and side-lock arm types
- High-strength polymer shell helps protect the blade from the elements
- Spring steel beam structure provides uniform pressure for a clear wipe

## GM Remanufactured Transfer Cases Meet OE Standards

With the heart of winter upon us, your service center will likely encounter more customers with four-wheel-drive concerns.



Should a transfer case replacement be necessary, GM offers an extensive inventory of new and remanufactured cases that cover a range of vehicle applications. What's more, the remanufactured cases are designed to fit and operate correctly right from the start.

Using a combination of remanufactured and new parts, these high-quality products are built to the exact specifications of the original manufacturer and are tested and validated to meet GM-approved service part requirements and OE manufacturing standards. ■

### KEY BENEFITS

GM remanufactured transfer cases offer many benefits. For example, they include an actuator.

### They also are:

- Designed for easy plug-and-play installation to save time and labor costs
- Calibrated to perfectly match the vehicle
- Updated with the latest GM engineering enhancements
- Backed by a no-hassle core return
- Covered by a 36-month or 100,000-mile limited warranty (whichever comes first) that includes parts and labor

### EXAMPLES OF AVAILABLE GM REMANUFACTURED TRANSFER CASES

The following represent just a few of the many cases available for GM vehicles.

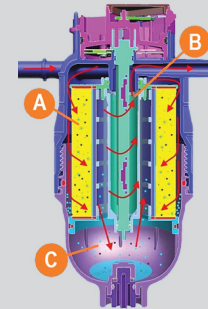
GMT800				
DESIGN	FAMILY	MODEL YEARS	REMAN PART #	APPLICATIONS
Wet Clutch	NV246 27T LD	2003–2007	24228420	Tahoe, Yukon, Escalade, Silverado, Sierra, Suburban (4WD/AWD)
Electric Shift	NV263 32T HD	2003–2007	24228416	
Manual Shift	NV261 32T HD	2001–2007	24228405	
GMT900				
Wet Clutch	MP3023 27T LD	2007–2014	19125650	Silverado, Escalade, Sierra, Cheyenne, Suburban, Yukon, Avalanche (4WD/AWD)
Manual Shift	MP1222 27T LD	2007–2013	19125657	
Wet Clutch-Single Speed	MP3010 32T LD	2010–2020	19125661	
K2XX				
Electric Shift	MP1626 29T SHD	2011–2019	19125662	Silverado, Escalade, Sierra, Cheyenne, Suburban, Yukon, Avalanche (4WD/AWD)
Manual Shift	MP1226 29T SHD	2011–2018	19125666	
Manual Shift	MP1222 32T V8	2014–2019	19125665	

## Diesel Fuel Filter Helps Optimize Engine Performance

When it comes to diesel engines, using pure fuel affects the service life of fuel injection system components in addition to fostering efficient combustion.

With that in mind, ACDelco offers a high-quality fuel filter for a range of diesel-powered vehicles. In fact, the ACDelco GM OE Diesel Fuel Filter is vital to the performance of the latest GM diesel engines for the applications shown below.

VEHICLE	MODEL YEAR	DIESEL ENGINE	ENGINE RPO
Cruze	2014-2015	2.0L I-4 Turbo	LUZ
Cruze	2017-2019	1.6L I-4 Turbo	LH7
Silverado/Sierra 1500	2020	3.0L I-6 Turbo	LM2
Silverado/Sierra 2500HD, 3500HD	2017-2020	6.6L V8 Turbo	L5P



Using an efficient 3-stage design, the filtering process begins with the separation of particles when the fuel/water enters the filter and travels through a paper filter element **A** where it traps debris that may damage the fuel injection system. Fuel then flows through a water separator **B** that extracts the water, which then collects at the bottom of the water separator bowl **C**. The filtered fuel is then supplied to the fuel injection system.

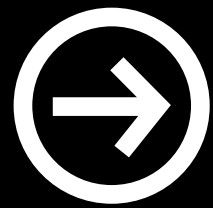
The OE Diesel Fuel Filter not only helps prevent damage to the engine and/or fuel injection system caused by foreign particles, corrosion, cavitation and the formation of microorganisms; it also removes the dirt particles and water as separate functions from the fuel.

### WATER SEPARATOR BOWL

This feature includes a sensor that gives a signal when the bowl is full. There's also a drain at the bottom to help remove the water.

**Important:** Use care when removing the fuel filter element and be sure to clean the water separator bowl in 2017 model year and newer applications before installing the replacement cartridge. Otherwise, any debris that is left or consequently enters the bowl will be directly passed to the sensitive fuel injection system.

**Tip:** Some vehicles may have a fuel filter life monitor indicating when it's time for a change. After installing a new filter, reset the monitor using a scan tool or the Driver Information Center controls in the cabin. ■



POWERING FORWARD:

# New Digital Platform Debuts

The arrival of the new 2020 Chevrolet Corvette and Cadillac CT5 and CT4 also marks the introduction of GM's Next Generation Digital Vehicle Platform.

This all-new platform, developed by a global team of electrical, hardware and software engineers, will help power GM models — including electric vehicles — as well as their active safety, infotainment and connectivity features. It will support a new electronic system capable of managing up to 4.5 terabytes of data process power per hour — five times the capability of the current architecture.

As a result, there's greater communication within the vehicle itself and to outside

sources, thanks to Ethernet connections of 100Mbps, 1Gbps and 10Gbps.

The system features a Controller Area Network with Flexible Data-Rate (CAN FD) protocol, which delivers faster programming when using compatible J2534 devices such as the GM MDI 2. The faster bit rate allows more data to fit into a single message, reducing the need for more networks and additional wiring.

Security also is a hallmark of the platform, which can employ up to nine high-speed CAN buses.

Because programming and scan tool data information can be handled by using just two buses, the remaining buses can be isolated to secure those correlating networks.

A GDS2 software update adds to the platform's capability; it is available by selecting the GDS2 icon in TIS2Web. In addition, with the expanded capacity, the platform can accommodate over-the-air software updates, allowing for a range of potential upgrades throughout the life of the vehicle. ■



DRIVE AND CLEAN:

## Maintaining the Diesel Particulate Filter

Owners who drive a vehicle with a V8 diesel engine (2007–2020 models) should be aware of its diesel particulate filter (DPF) that requires cleaning for approximately every tank of fuel.

The DPF is one of three key components of the exhaust aftertreatment system, and works to reduce the amount of particulate matter that remains in the engine's exhaust gases before they exit via the vehicle's tailpipe.

In general, the DPF is self-cleaning as part of normal operation. When soot in the filter reaches a certain threshold, the Engine Control Module (ECM) will attempt to initiate a regeneration.

If it's unable to do so — such as during extended idling or while driving in stop-and-go traffic — and the soot level climbs to a higher threshold, the driver will receive a message on their Driver Information Center (DIC) asking

them to continue driving. In these instances, it is recommended that the vehicle be driven above 30 mph, to initiate regeneration, until the message is cleared.

If the filter cannot be cleaned and the soot continues to build — reaching a third threshold — the ECM will set the DTC P2463 (DPF Soot Accumulation), placing the vehicle in reduced engine power. Drivers will receive a corresponding DIC message.

At this point, the vehicle will need to be serviced. When DTC P2463 is set, technicians should turn to the Service Information and follow the correlating diagnostic procedure. It may be necessary to replace the filter.

If the DTC is not set, refer owners to their owner's manual or diesel engine supplement for sections titled "Diesel Particulate Filter" to familiarize them with the system. ■

# Check Battery Connections

Truck, SUV service issues may be linked to battery



A number of electrical service issues on some GM trucks and SUVs could stem from a vehicle's battery condition or its connections.

Keep this in mind when servicing the 2015-2020 Tahoe, Suburban, Yukon and Escalade; 2014-2018 Silverado and Sierra; and 2019 Silverado LD, Sierra Limited, and Silverado and Sierra 2500/3500.

## WHEN TO CHECK THE BATTERY

Carefully examine a vehicle's battery if you or your customer have experienced any of the following:

- Blank instrument cluster or radio
- Service StabiliTrak message with warning chime
- Hood ajar message or flashing dome lights when shifting into Reverse
- Alarm sounds when locking doors
- Blank HVAC
- Reduced power steering assist
- Windshield wipers that continue to run after being turned off ■



Any of these conditions may be caused by one of four battery issues:

- 1 Cables with high resistance and/or loose connections at the battery cables or battery fuse block
- 2 A poor BCM ground
- 3 A shorted B+ battery cable at the starter solenoid caused by a loose starter shield contacting the starter battery cable terminal ring, or a starter cable ring terminal that was incorrectly installed or rotated on the starter solenoid
- 4 A discharged or faulty battery

See Bulletin #18-NA-161 for more detailed instructions on how to correct these issues.



## KEYS TO UNLOCKING THE Passive Door System

### THE PASSIVE DOOR UNLOCKING

system offers owners convenient access to their vehicles. But some customers of 2019 and 2020 GM models may find that their unlocking feature is inoperative when pressing the button on the door or tailgate release handle. If all turn signals flash four times quickly when a button is pressed, it's an indication that passive unlocking has been turned off.

Owners should know that, once any individual fob is used to disable passive unlocking, all fobs for the vehicle will be disabled. Also, some vehicles may have "Passive Door Unlock" turned off in the vehicle settings on the infotainment system, which affects all of a vehicle's fobs.

To cycle between the Passive Unlocking Enabled and Disabled modes, first turn off the vehicle. Then press and hold both the Lock and Unlock buttons on the vehicle fob for three seconds. The turn signals will flash four times.

When passive unlocking is enabled, the doors will unlock when the button on

the door handle is pressed. When it is disabled, the turn signals will flash four times but the doors will remain locked when the button on the door handle is pressed. ■



If a vehicle in your shop has a door lock issue, ask customers the following questions (which can help ascertain the root causes of any problems):

How long has the driver had the vehicle?

Where does the driver keep the fob (e.g. front pocket, rear pocket)?

Are there single or multiple drivers for the vehicle?

Does the customer remember pressing both the Lock and Unlock buttons on their fob at the same time?

# ACDelco Recognized for Technical Training Program

The Automotive Service Excellence (ASE) Training Managers Council recently announced the 2019 winners of its prestigious ATMC National Excellence in Training Awards, with ACDelco being one of the top honorees.

ACDelco was recognized for its Technical Training Program at a ceremony this past November in Las Vegas. The awards spotlight highly effective or innovative programs and emphasize the importance of training to the success of the transportation industry. They're open to any person or entity that provides training in the business.

For award consideration, ACDelco submitted a group of 15 interactive PDF (iPDF) self-study courses that feature animations, videos, mouse-over definitions and navigation tools that allow users to easily traverse through the material at their own pace.

The content covered a variety of areas, including alternators/generators, batteries, brakes, suspension and steering, fuel systems, HVAC and emissions. Those who developed the iPDF materials include members of the ACDelco Technical Training Development Team as well as CCA Global Aftersales Product Managers.

In addition to technicians, others benefiting from the training include the GM and ACDelco field sales force, wholesale distributors and independent shop owners. After taking the training, sales representatives in particular can speak with additional confidence about the technical and operational aspects of the parts and can communicate more effectively with their customers. ■



To take advantage of ACDelco's award-winning training, go to [acdelco.com/training-programs](https://acdelco.com/training-programs).

# TAKE ADVANTAGE OF NEW PRO OFFERS

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Up to 15 rebates per part

and

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GM Genuine Parts Transmission or Transfer Case Assembly

Up to 5 rebates per part

+ additional rewards with



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\*Available only to Independent Service Centers, Body Shops, or Commercial Fleets with a U.S. mailing address. Limit 15 rebates per ACDelco part per business. Limit five rebates per GM Genuine Parts Engine, Transmission, or Transfer Case Assembly per business. Not available with some other offers. Government and municipal fleets are excluded. Allow 6 to 8 weeks from promotion end date for delivery of Visa® Prepaid Card. Visa Prepaid Card will be issued in the business name. See [gmpartsrebates.com](https://gmpartsrebates.com) for complete details, eligible parts, and rebate form, which must be postmarked by 4/15/20. Offers end 3/31/20.

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