

SERVICE

IN SIGHTS

SPRING 2020

*Service Repair News
from your Parts Dealer*



MEET THE
ALL-NEW

2021 TRAILBLAZER

Remanufactured
9-Speed Transmissions
Arrive

Check Out New
Brake Courses

TRADE
REBATES
MADE EASY

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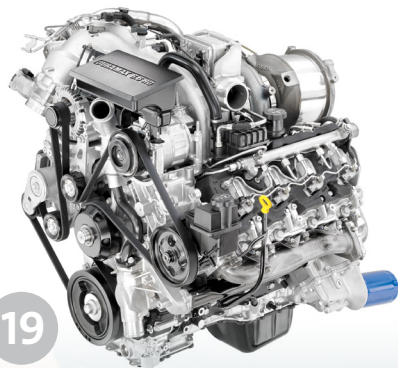
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GM ADVISOR

John Juarez

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EDITOR

Duane Roose

WRITERS

Bill Davis, Steve Krause,
Amy Lenard, Mark Spencer

ART DIRECTOR

Mindi Schappach

COPY EDITOR

Ken Yagoobian

MULTIMEDIA DESIGNERS

Courtney Okoye, Erica Sneath

OPERATIONS

Maureen Walsh

CONTACT US AT

editor@ccainsights.com

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GENUINE
PARTS



New Remanufactured **9-SPEED** **TRANSMISSION** **BENEFITS**

BEGINNING THIS SPRING, GM GENUINE PARTS WILL OFFER A NEW LINE OF REMANUFACTURED 9-SPEED TRANSMISSIONS

that are designed to fit a number of GM SUVs and sedans. (These remanufactured gearboxes are in addition to the new 9-speed units that were introduced in 2017.)

The transmissions feature a compact design with refined, efficient performance and are built for the tight packaging requirements that are typical of transverse propulsion systems.

EFFICIENCY AND PERFORMANCE

To promote outstanding efficiency and performance, the 9-speed transmission employs Stop/Start technology that shuts down the engine in certain stop-and-go driving conditions to help save fuel. To help deliver smooth performance, the transmission features a:

- Single-plate lock-up clutch that uses GM's Electronically Controlled Capacity Clutch (ECCC) technology to dampen engine vibrations and ensure smooth operation
- Wide 7.6:1 overall gear ratio
- Deep 4.69 first gear that supports excellent off-the-line acceleration
- Tall 0.62 top gear for low-rpm highway cruising



SELECTABLE ONE-WAY CLUTCH

The transmission is GM's first application with a selectable one-way clutch that contributes to its smaller overall size by eliminating the need for an additional clutch pack. In addition, the transmission is engineered to hold torque or to freewheel (depending on desired operating mode) and includes an on-axis design, where all of the gears align with the crankshaft.



TCM ADVANCEMENTS

The Transmission Control Module (TCM) features a number of advancements, such as residing outside of the transmission itself to reduce mass and complexity while making it easier for technicians to access.

Owners will appreciate the manual shift control feature as well as the transmission's automatic grade-braking, which automatically selects a lower gear to maintain a desired vehicle speed when coasting or braking on a downgrade in an effort to help reduce brake wear. ■

Remanufactured 9-Speed Transmissions	Applications
9T50	2017 Malibu
9T65	2018 Chevrolet Traverse and Buick Enclave

Avoid Unintended Air Bag Deployment



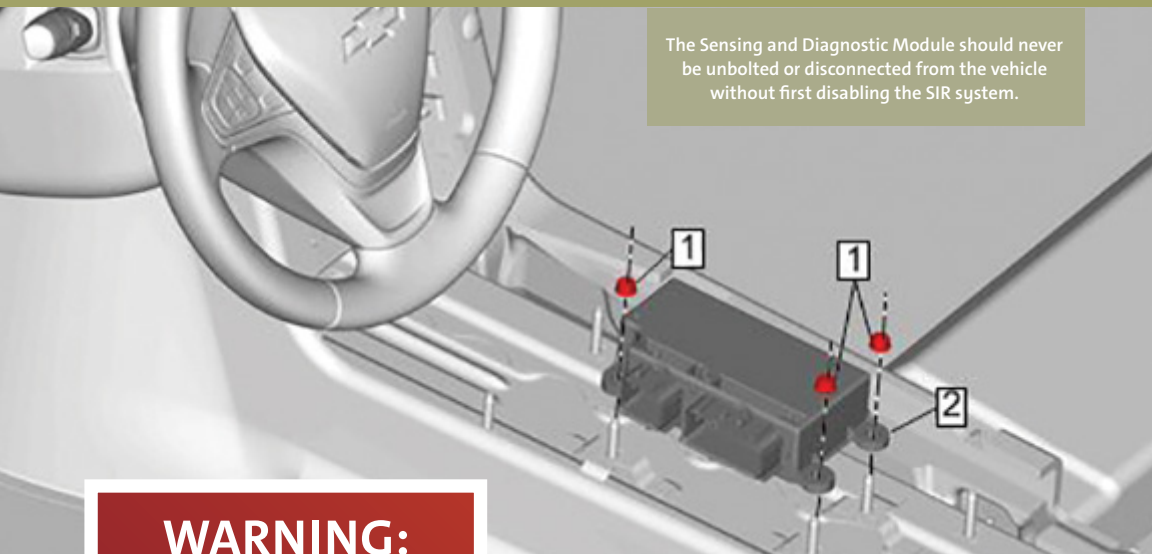
2013 Malibu shown here

1. KNEE AIR BAGS
2. DRIVER AND FRONT PASSENGER AIR BAGS
3. ROOF RAIL AIR BAGS
4. FRONT-ROW SIDE IMPACT AIR BAGS
5. SECOND-ROW SIDE IMPACT AIR BAGS

To avoid inadvertent deployment of a vehicle air bag while servicing 2009–2020 GM passenger cars and trucks, technicians need to take a few precautions when working on or near the vehicle's Supplemental Inflatable Restraint (SIR) system.

According to Service Information (SI), the SIR system must be disabled whenever performing service on or near any of its components or wiring. The SIR component location affects how a vehicle should be serviced. There are parts of the system installed at various locations around a vehicle. To find the location of the SIR components, refer to the SIR Identification Views in SI.

There are several reasons for disabling the SIR system, such as repairs to the SIR system or servicing a component near or attached to an SIR component. In addition to disabling the SIR system, the ignition/vehicle should be in the OFF position for **any** service work that requires impact to the body or frame (for example, when adjusting the side door striker using a hammer or mallet).



The Sensing and Diagnostic Module should never be unbolted or disconnected from the vehicle without first disabling the SIR system.

WARNING:

When performing service on or near the SIR components or the SIR wiring, the SIR system must be disabled. Failure to observe the correct procedure could cause deployment of the SIR components, which could result in serious injury or unnecessary SIR system repairs.

The inflatable restraint Sensing and Diagnostic Module (SDM) fasteners should not be removed until the battery is disconnected and the SDM electrical connector is removed.

The fasteners should be reinstalled and torqued to proper specifications before reattaching the SDM electrical connector. The electrical connector must be reattached before reconnecting the negative battery cable to the battery.

The SDM is equipped with a roll-over sensor. Turning the SDM over while under power may result in air bag deployment. The SDM maintains a reserved energy supply. The reserved energy supply provides deployment

power for the air bags if the Inflatable Restraint Sensing and Diagnostic Module loses battery power during a collision. Deployment power is available for as long as 2 minutes after disconnecting the vehicle power. Wait 2 minutes before working on the vehicle after disabling the SIR system to prevent deployment of the air bags from the reserved energy supply. ■

DISABLING PROCEDURE — NEGATIVE BATTERY CABLE:

- 1** Turn the steering wheel so that the vehicle wheels are pointing straight ahead.
- 2** Vehicle **OFF**.
- 3** Disconnect the negative battery cable from the battery. Refer to the Battery Negative Cable Disconnection and Connection in SI.
- 4** Wait 2 minutes before working on the vehicle.

INSTALLING AN *Aftermarket Trailer* BRAKE CONTROLLER

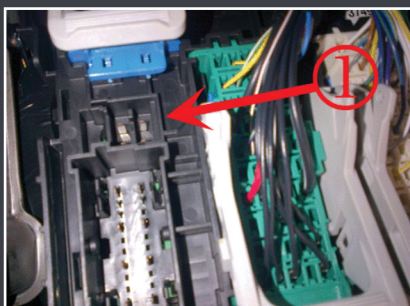
Some customers with the following vehicles may ask to have an aftermarket trailer brake controller added to their vehicle, or to have one installed in lieu of their factory brake controller (RPO J11):

- 2015–2020 Cadillac Escalade
- 2014 Chevrolet Silverado 1500
- 2015–2018 Silverado
- 2019 Silverado LD
- 2019 Silverado 2500/3500
- 2015–2020 Suburban
- 2015–2020 Tahoe
- 2014 GMC Sierra 1500
- 2015–2018 Sierra
- 2019 Sierra Limited
- 2019 Sierra 2500/3500
- 2015–2020 Yukon models

TO INSTALL AN AFTERMARKET BRAKE CONTROLLER ON ONE OF THOSE VEHICLES, FOLLOW THESE STEPS:



1 Obtain a trailer brake controller harness (#23184088) as shown in the photo (left top).



2 Connect the harness to the MID-BEC (X61A), which is located under the instrument panel to the left of the steering column. The harness connection point (1) is shown in the illustration (left bottom).

3 The harness consists of four blunt-cut wires and a label that calls out the wire colors and each wire's function (see chart). Use these wires to connect to the aftermarket trailer brake controller.



4 Perform the following step **ONLY** if the vehicle is equipped with the RPO JL1 (the factory-integrated trailer brake controller) and the customer is requesting that the factory trailer brake system be bypassed for an aftermarket trailer brake controller: Locate connector X185 or X138 (varies with vehicle build; refer to Service Information), which is near the underhood fuse block, terminal 32. Circuit 47 ends at the body harness side of X185/ X138 terminal 32, which comes from the X61A junction block.

5 Obtain enough Dark Blue 12-gauge wire to run from X185/X138 to the 7-way trailer connector at the bumper. Attach the terminated lead (#13327155) to one end of the Dark Blue wire and insert into the chassis harness side of the X185/ X138 connector terminal 32.

6 Run the Dark Blue wire through its own conduit along the frame to the 7-way trailer connector at the bumper. Remove circuit 47 from the 7-way trailer connector terminal “C” and then tape the bare terminal and attach it to the harness.

7 Attach the terminal (#12110853) located in Delphi Tray 4 to the other end of the Dark Blue wire with the correct weather pack seal, and insert it into the 7-way trailer connector terminal “C.” ■

FOUR BLUNT-CUT WIRES		
Dark Blue	Circuit 47	Brake Output to Trailer
Red/Green	Circuit 242	Battery Power (30-amp)
White/Blue	Circuit 3691	Brake Signal
Black	Circuit 1050	Ground

BRAKE FOR NEW ACDELCO CLEANERS, FLUIDS

ACDELCO HAS INTRODUCED SEVERAL PRODUCTS DESIGNED TO IMPROVE OVERALL BRAKE PERFORMANCE.



A new, non-chlorinated brake parts cleaner works to remove oil, grease, brake fluid, dirt and contaminants from shoes, drums, springs, plates, calipers, pads and rotors.

The cleaner is available in a 55-gallon drum with 45% Volatile Organic Compounds (#10-6027) or 10% VOC (#10-6026), as well as in a 15-oz. aerosol can at 45% VOC (#10-4124) or 10% VOC (#10-4123).

ACDelco also offers two new brake and clutch fluids that are compatible with all disc and drum brake systems while conforming to Federal Motor Vehicle Safety Standard Section 571.116.

DOT 3 brake and clutch fluid (#10-4110) contains enhanced inhibitors to resist corrosion and excess wear. DOT 4 brake fluid (#10-4086) is suitable for all applications requiring a DOT 4 performance-level product.

Both either meet or exceed industry standards for wet and dry boiling points, helping to prevent vapor lock. ■

Visit [acdelco.com](https://www.acdelco.com) for more information regarding these new products.

PREMIUM FILTERS KEEP THE GUARD UP



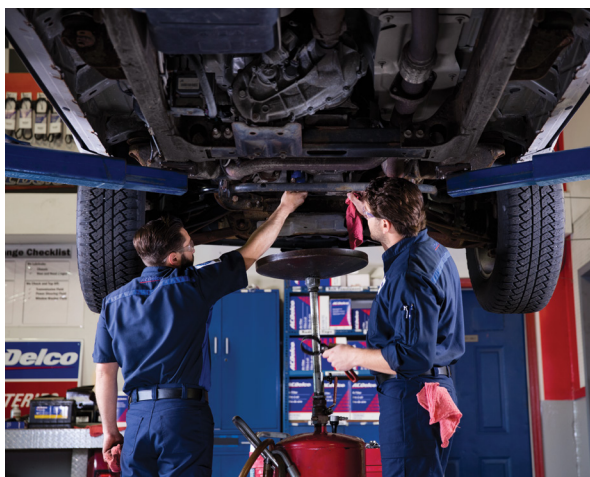
Ultraguard™ Gold
Premium Oil Filter
UPF64R

AC Delco offers Ultraguard Oil Filters, which provide excellent protection for a variety of demanding uses, including off-road and heavy-duty truck applications.

Like a well-tuned athlete, these Ultraguard Oil Filters have an advantage at their core, which is made of spiral-wound steel that is 30 percent stronger than straight locked designs.

They also feature an ethylene acrylate rubber anti-drain valve and a heavy-duty steel cover to combat extreme cold or high engine speed conditions. A thermosetting adhesive seal keeps them in place for dependable performance.

With these unique features, Ultraguard Oil Filters boast a 98 percent multi-pass filtering efficiency at 25–30 microns. In addition, they are designed to withstand over three times most engine operating pressures. ■



Learn more
about these
exceptional
filters at

[acdelco.com](https://www.acdelco.com).

ALL-NEW 2021 Chevrolet TRAILBLAZER

Arriving this spring, the all-new 2021 Chevrolet Trailblazer combines bold styling with surprising spaciousness as well as the latest infotainment and safety technologies.



Every 2021 Trailblazer features a comprehensive list of active safety and driver assistance features,¹ including standard Forward Collision Alert and available Adaptive Cruise Control—Camera.



The Chevrolet Infotainment system² allows for the use of two Bluetooth-paired phones concurrently, which enables the driver to use multiple phones hands-free.

Powered by either a 1.2L turbo or 1.3L turbo engine, the Trailblazer can deliver up to 155 horsepower.



The Trailblazer features a driver-focused, dual-cockpit interior with an integrated center stack.



Available selectable all-wheel drive allows owners to activate the system in off-road or inclement weather situations — or to deactivate it for improved fuel economy³ when additional traction is not required.

¹ Safety or driver assistance features are no substitute for the driver's responsibility to operate the vehicle in a safe manner. The driver should remain attentive to traffic, surroundings and road conditions at all times. Visibility, weather, and road conditions may affect feature performance. Read the vehicle Owner's Manual for more important feature limitations and information.

² Chevrolet Infotainment System functionality varies by model. Full functionality requires compatible Bluetooth and smartphone, and USB connectivity for some devices.

³ EPA-estimated fuel economy: 26 mpg city/30 mpg hwy with the 1.3L engine and AWD.



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

While no parts are immune from the entrepreneurial pursuits of the counterfeiters, most tend to be frequently replaced service parts. Even though the industry estimates millions of counterfeit parts enter the U.S. every year, only a fraction of them are ever detected by U.S. Customs. Parts and packaging are usually shipped separately to avoid detection and often shipped in small packages, both of which stymies enforcement.

Internet commerce has provided counterfeiters with new sales channels. Online auctions and other sites that link sellers with buyers have helped the counterfeit parts trade continue to expand to the size it is today.

HERE ARE JUST A FEW EXAMPLES OF WHAT GM'S GLOBAL BRAND PROTECTION TEAM AND AUTHORITIES HAVE UNCOVERED:



- Spark plugs with no precious metal (e.g., iridium spark plugs without iridium)
- Steering wheel airbags being replaced without an inflator module or including an improperly modified harness terminal
- Counterfeit grilles that discolor and fade rapidly, and are made of cheap materials that may impact crash performance in a collision
- Inferior filter material

“

EVEN THOUGH THE INDUSTRY ESTIMATES THAT MILLIONS OF COUNTERFEIT PARTS ENTER THE U.S. EVERY YEAR, ONLY A FRACTION OF THEM ARE EVER DETECTED BY U.S. CUSTOMS.

”

While any vehicle part can be counterfeited, the most commonly produced counterfeit parts are maintenance and high-volume items such as:

- Oil, fuel and air filters
- Emissions sensors
- Spark plugs, glow plugs
- Ignition coils
- Oxygen sensors
- Back-up sensors
- Airbag components
- Tire pressure monitor sensors
- Key blanks and fobs

In the next issue of *Service Insights* magazine, we'll discuss how you can spot counterfeit parts and avoid suffering losses as a result. ■



AMONG THE MOST COMMON OF GM PARTS TO BE COUNTERFEITED ARE AIR FILTERS, SPARK PLUGS, AND OIL FILTERS.



AIR FILTERS



SPARK PLUGS



OIL FILTERS





TRADE REBATES MADE EASY

New streamlined process from my GM Partner Perks offers online tracking

An exciting new opportunity through the my GM Partner Perks loyalty program streamlines the trade rebate claim process — making it easier than ever for participants to navigate.

Independent installers who are enrolled in my GM Partner Perks can now enjoy the benefits of the Trade Rebate Program without having to mail or upload any invoices. Instead, all qualifying GM Genuine Parts and ACDelco purchases are tracked online, and rebate claims are filed automatically.

All my GM Partner Perks members can sign up for this process at the beginning of each quarter and then validate their

purchases online within two weeks of the quarter's end.

To take part in the streamlined rebate process for the current Q2 Trade Rebate Program — which is accessed through the my GM Partner Perks dashboard — you must have enrolled in my GM Partner Perks by March 31, 2020.

If you are not a Partner Perks member, but would like to participate in the streamlined process for Q3 Trade Rebates, make sure to enroll in my GM Partner Perks by June 30, 2020.

Enrolling enables you to take advantage of the Q3 Trade Rebates as well as the many other resources and benefits. ■

A NEW WAY TO PROCESS TRADE REBATES

Once you are an enrolled participant in my GM Partner Perks, you can enjoy the streamlined trade rebate process.

FOLLOW THESE SIMPLE STEPS TO GET STARTED:

- 1

Log in to mygmpartnerperks.com, scroll to the current quarter's Trade Rebate Program tile and select it. Click **Enroll Now**, accept the terms and conditions and then click **Continue**.
- 2

Purchase eligible parts as described on mygmpartnerperks.com during the time period noted for the quarter AFTER you enroll. (To participate in streamlined Q3 Trade Rebates, you must be enrolled in my GM Partner Perks by June 30, 2020, and sign up for the streamlined process in Q3.)
- 3

Validate your qualifying parts purchases within two weeks of quarter's end on mygmpartnerperks.com to make sure all purchases have been correctly recorded.

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

IMPORTANT RE-ENROLLMENT INFORMATION

Due to challenges from COVID-19, my GM Partner Perks members who are due for re-enrollment in April or May 2020 (those who enrolled in April or May 2019) will have their program term automatically extended by two months or one month, respectively. In both cases, re-enrollment will now begin June 1.

During this term extension, program participants will continue to earn rewards and access all benefits as usual. Once those affected participants re-enroll in June, their term will return to the normal 12-month cycle, beginning that month. **There will be no fee charged for the extension.**

When re-enrollment begins June 1, affected participants will receive an email from Program Headquarters, instructing them how to proceed, and they will receive follow-up emails every two weeks after that, until their re-enrollment is complete. No action is required for this extension by affected members until then. (Please note that, while this timeline is accurate at press time, it is always possible that it may shift due to the fluid nature of the situation.)

Our hope is that this action will provide some level of relief to my GM Partner Perks participants during this challenging time.



To re-enroll — or sign up for the first time — go to mygmpartnerperks.com or call 1-800-253-3428.

2020 TRADE REBATE PROCESS		CURRENT MY GM PARTNER PERKS PARTICIPANT	CURRENT MY GM PARTNER PERKS NON-PARTICIPANT
Q2 TRADE REBATE PERIOD	May Manually Apply for Rebates	✓	✓
	May Use Streamlined Rebate Process (SRP)	✓ (if signed up for SRP during Q2)	✗
Q3 TRADE REBATE PERIOD	May Manually Apply for Rebates	✓	✓
	May Use Streamlined Rebate Process (SRP)	✓ (if signed up for SRP during Q3)	✓ (if joins my GM Partner Perks by 6/30/20, then signs up for SRP in Q3)

The ABCs of FNC

**Ferritic Nitro-Carburizing
helps GM brake rotors resist
corrosion and wear**



IT'S NO SECRET THAT BRAKE ROTORS UNDERGO A LOT OF PUNISHMENT, from being squeezed by the calipers to enduring harsh environmental elements, such as snow, heat, ice, acid rain and road salt that can cause corrosion. In fact, more than 80 percent of U.S. vehicles are exposed to one or more of these elements.

Fortunately, ACDelco Original Equipment (OE) Brake Rotors are manufactured with Ferritic Nitro-Carburizing (FNC) technology that helps them withstand those conditions while resisting corrosion and wear.

Similar to the carburizing used in powertrain gear hardening, FNC can help double the lifespan of rotors from an average life expectancy of 40,000 miles to 80,000.

PROVEN TECHNOLOGY

Introduced more than a decade ago on the 2009 Cadillac DTS, the

Buick Lucerne Super and other GM models, FNC involves an extended manufacturing process that's designed to harden and strengthen the rotors. With FNC, the rotor's cast-iron surface is bonded with nitrogen atoms under the intense heat of a giant, 1,040-degree (Fahrenheit) oven. Here, a 10-micron-thick transfer layer (about one-tenth the width of a human hair) is applied across the rotor surface as well as on the center "hat" section and inside the central cooling vanes of ventilated rotors.



The treatment not only helps slow the oxidation process, it creates a strong surface for stable friction and braking performance while providing corrosion protection and enhanced durability for longer life. FNC also helps reduce rotor thickness variation that can lead



to brake pedal or steering wheel shudder caused by the uneven buildup of rust on the rotors that occurs over time.

FNC provides an added benefit as well: It helps keep the rotors and wheel hardware looking cleaner and staying rust-free longer by producing less brake dust than with conventional rotors.

SERVICING TIPS

FNC rotors should not be turned or refinished to correct noise concerns, cosmetic corrosion, or premature or uneven pad wear. They should only be turned or refinished if adequate thickness is present for refinishing and one or more of the following conditions exist: excess thickness variation, excessive corrosion or pitting, cracks or heat spots, excessive blueing discoloration, or scoring that exceeds the maximum allowable specification.

LEARN MORE

To learn more about GM OE Brake Rotors and the many other available ACDelco brake products, visit [ACDelco.com](https://www.acdelco.com).

BACKED BY GENERAL MOTORS

In addition to the advantages of FNC technology, ACDelco OE Brake Rotors offer the quality, reliability and durability that are inherent with GM OE products. They're also designed, engineered and tested to rigorous standards and backed by General Motors. That means peace of mind for you and your customers. ■



A Quiet Place:

SILENCING NOISES IN V8 ENGINES

FOR A VARIETY OF 2002–2018 GM PASSENGER CARS AND TRUCKS powered by a V8, customers may notice a chirp, squeak, squeal or tick sound coming from their engine.



To determine whether cam lobes are the source of the noise, use a wooden hammer handle to apply pressure to the sides of the rocker arms. A change in or elimination of the noise likely indicates a worn lobe or lifter. Also, measure the cam lobe lift at the push rod side of the rocker to compare it with other rockers on the same bank.

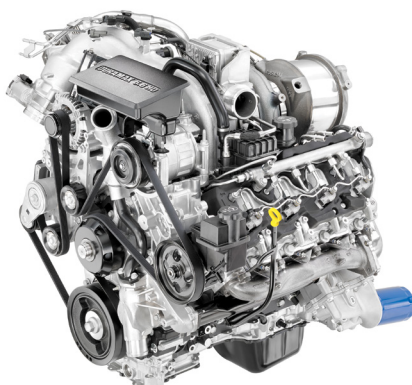
Should these tests not isolate the cause, visually inspect the lifter rollers and cam lobes for any damage, flat spots, pits, grooves, gouging, flaking or rusting.

If you suspect a sticking valve is producing the noise, remove the springs and seals from the valves of the misfiring cylinder; then wrap a rubber band around the tip of each valve stem. Work the valve up and down while turning it 360 degrees; if any binding is felt, a stem-to-guide clearance concern exists and should be repaired. Also, if excessive carbon is present, decarbonize the engine.

To determine whether valve leakage is the culprit, conduct the Cylinder Leakage Test outlined in Service Information. A broken valve spring may also cause a tick noise; in this case, a static compression, running compression or cylinder leakage test may isolate the concern.

If the engine in question has Active Fuel Management, refer to the latest version of #PIP4568 if you have a concern about the AFM lifters. ■

COMMON DIESEL ENGINE NOISES



Customers of 2017–2020 GMC Sierra and Chevrolet Silverado models with the 6.6L V8 Duramax Diesel (L5P) engine may comment on various noises they hear and ask about what’s causing them.

The noises are described below and may be heard when the engine is running or after it’s turned off. Advise the customer that these noises are a normal function and operating condition of the L5P diesel engine.

RHYTHMIC TICKING:

This only occurs during deceleration and is usually heard (but not limited to) coming from the passenger side of the vehicle. The noise stems from the fuel injectors firing — one injector per deceleration and not always the same injector.

PARTS CYCLING CLOSED AND OPEN:

Some noises may come from under the hood after the engine has been turned off. You may notice that they are the same noises almost every time. These sounds seem to be coming from the turbocharger and/or intake airflow valve, which is a throttle plate actuator that’s used to achieve high exhaust gas recirculation rates. The parts cycle through their normal operating ranges after the engine is turned off.

DIESEL ENGINE TICK:

This noise is present in all diesel engines produced during the last 20 years, and has no impact on engine reliability and durability. The noise occurs at idle and may seem louder when standing just behind the front wheel on the driver’s side. It also may be more noticeable during the first 20 percent of engine oil life.

DEF INJECTOR NOISE:

A tick sound may be heard coming from under the vehicle at low vehicle speeds — especially when next to a building, as when approaching or leaving a drive-thru window. This noise also may be heard at idle on 2019 and 2020 vehicles.

Remember, these noises are a normal function and operating condition of the L5P diesel engine. ■

TIP: A description of these noises and an audio file of what they sound like can be found in: 2018 SKH Seminar Feb Emerging Issues #10218.02V.

NEW BRAKE SYSTEM COURSES OFFERED



ACDelco recently introduced several new courses that will help technicians better understand sophisticated braking systems.



ELECTRO-HYDRAULIC BRAKE ASSIST (SBK0201IS)

This instructor-led InShop training course provides an overview of the electro-hydraulic brake assist system installed on various GM vehicles. System features and benefits will be highlighted, as well as the operation, diagnosis and servicing of the system.



BRAKING SYSTEM DIAGNOSIS AND REPAIR (SBK0101SM)

An instructor-led training seminar, this course focuses on braking system diagnosis, and covers components, operation and proper service practices. The course highlights real-world case studies to address brake noise, pulsation, pad wear, fluid leaks and concerns with power-assist systems. Enhanced braking system designs and features by various manufacturers will also be covered.



ELECTRONIC PARK BRAKE SYSTEMS (SBK0101IS)

This instructor-led InShop training course provides an overview of the various electronic park brake systems installed on modern vehicles. Various Original Equipment Manufacturer systems will be covered, including an overview of the operation, diagnosis and servicing of the systems. ■

To take advantage of these latest learning opportunities, access the ACDelco Learning Management System at acdelcotraining.com.

TAKE ADVANTAGE OF NEW PRO OFFERS

Mail-in rebates on the purchase of:*

\$10

ACDelco Condenser, Evaporator, or Compressor

\$5

ACDelco GM OE Brake Pads or Shoes

\$4

ACDelco GM OE Brake Rotor or Drum

\$3

ACDelco Professional Brake Pads or Shoes
ACDelco Advantage Brake Pads or Shoes

\$2.50

ACDelco GM OE Chassis part
ACDelco Professional Brake Rotor or Drum

\$2

ACDelco Advantage Brake Rotor or Drum

\$1.50

ACDelco Professional Chassis Part

\$.75

ACDelco Advantage Chassis Part

\$.50

ACDelco Oil Filter

myGM
partnerperks

Members earn points on GM parts purchases plus additional benefits.

*streamlined rebate redemptions
exclusively with*



Up to 15 rebates per part

Visit gmpartsrebates.com to create your account and submit your rebates online, or visit gmenuineparts.com or acdelco.com for more information.

CERTAINTY STARTS HERE.

*Available only to Independent Service Centers, Body Shops, or Commercial Fleets with a U.S. mailing address. Limit 15 rebates per part 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. Visit your my GM Partner Perks dashboard or see gmpartsrebates.com for complete details, eligible parts, and rebate form, which must be postmarked by 7/15/20. Offers end 6/30/20.

ACDelco