

SERVICE

IN SIGHTS

SUMMER 2020

*Service Repair News
from your Parts Dealer*



2020 CADILLAC CT5 ARRIVES

Support From
Your GM Partners

Tips to Detect a
Vacuum Leak or
Exhaust Leak

my GM Partner
Perks Re-enrollment
Extension

CONTENTS

SUMMER 2020

2 **YOUR GM PARTNERS**
GM support in
the new normal

4 **INDUSTRY NEWS**
Tips to spot
counterfeit parts

7 **GM GENUINE PARTS**
New line of OE 350
engines coming soon

8 **PRODUCT SPOTLIGHT**
Meet the 2020
Cadillac CT5

18



14



10



2020 Cadillac CT5

12 **YOUR GM PARTNERS**
my GM Partner Perks
re-enrollment extended

14 **REPAIR PROCEDURES**
Tips to detect a vacuum
or exhaust leak

17 **REPAIR PROCEDURES**
Addressing rough-shifting
transmissions

18 **GM GENUINE PARTS**
New line of remanufactured
turbochargers arrives

21 **REBATES**
Earn money through
a range of offers

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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PLAYING OUR PARTS

Support available for your return to 'new normal'

The past several months have been anything but normal, with a global health crisis impacting just about every aspect of our lives. As areas of the country reopen at varying degrees, we look to move forward with both caution and optimism.*

There's an opportunity for business to resume at the independent service centers and body shops with a new outlook that provides customers the excellent vehicle care they're accustomed to, along with a comfortable environment.

“

TO ACCESS THE
MARKETING SUPPORT
MATERIALS, PPE AND
MORE, GO TO THE
ACDELCO 1STORE.

”



'PLAYING OUR PARTS' SUPPORT

Understanding what automotive businesses are going through, General Motors is providing a number of resources to assist the aftermarket community in adapting to a new way of doing business and reestablishing momentum.

The **Playing Our Parts** campaign will run on national digital platforms such as acdelco.com, gmgenuineparts.com, mygmpartnerperks.com and various social media outlets. Marketing kits with assets for website

PLAYING OUR PARTS

Change is certain. But we're here to help.
Let's drive the future together.



PLAYING OUR PARTS

Change is certain. But we're here to help.
Let's drive the future together.



BACK IN BUSINESS

ACDelco and GM Genuine Parts are here to help you with tools to support your business. Find new **Playing Our Parts** marketing materials — including downloadable communication assets — and Personal Protective Equipment (PPE) through the **ACDelco 1Store**.

Playing Our Parts Marketing Support Kits include the following items:

- Static website tiles
- Digital menu board tile
- Email assets
- Customizable social media post packet
- Customizable counter mat insert
- Customizable acrylic insert

Available Personal Protective Equipment (PPE) items include:

- KN95 face masks
- Industrial rubber gloves/vinyl gloves
- Disposable gearshift covers
- Steering wheel guards
- Seat protectors
- Floor mats
- Key drop box envelopes

PLAYING OUR PARTS

Change is certain. But we're here to help.
Let's drive the future together.



Playing Our Parts marketing support materials include digital assets, email templates, website tiles and more.

PLAYING OUR PARTS

Change is certain. But we're here to help.
Let's drive the future together.



and digital menu board tiles and emails, as well as customizable social media posts, direct mail postcards, counter mat inserts and more, can help shops get their customers back on the road. Personal Protective Equipment (PPE) items also are available for purchase through the program. (See sidebar for more details.) To access the marketing support materials, PPE and more, go to the **ACDelco 1Store**. ■

*Availability and hours of operation are subject to change in accordance with all federal and local laws and restrictions.



TIPS TO SPOT A COUNTERFEIT PART

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

In addition to seizing counterfeit goods, GM has been engaged in training law enforcement and Customs personnel on what to look for when confronted with suspected counterfeit products, as well as educating the public and private sectors on the seriousness of the issue. General Motors is a member of the Automotive Anti-Counterfeiting Council (A2C2), a group of several OEMs whose mission is to eliminate counterfeit automotive parts that could harm U.S. consumers.

In conjunction with public and private partner organizations, GM and the A2C2 provide training, outreach and investigative support to accomplish this mission. Officially formed as a non-profit organization in 2015, more information about the A2C2 can be found at www.a2c2.com.

Additionally, third-party organizations, like MEMA (the Motor & Equipment Manufacturers Association), work with association members and law enforcement to raise awareness, provide training and try to remediate this growing economic threat.



IDENTIFYING A FAKE

It isn't easy to spot a fake. That's because the really good counterfeiters work long and hard to fool consumers.

Here are tips to help you tell a phony from the genuine article:



INSPECT THE PACKAGING

If packaging appears flimsy, lacks the name brand or logo, or has a name that is similar to, but not the same as, those you're used to seeing (for example, "AZDelco" instead of "ACDelco"), it could be counterfeit. Counterfeiters often use colors, artwork and fonts on their packaging that are similar to that of the genuine product.



COMPARE PRICES

Extremely large differences in price should make you suspicious. Keep in mind that you get what you pay for; materials that lead to long product life may not be included in counterfeit parts (for example, iridium spark plugs with no iridium).



AUTHENTICATE USING OUR SECURITY LABELS

In an effort to make counterfeiting more difficult, GM uses a couple of security features on our packaging. One is a global security label with a hologram strip that is placed on about half of our global packages as an indicator of a GM Genuine or ACDelco part. For those parts not receiving the hologram strip, we employ other types of anti-counterfeit label technology to help ensure the parts you receive are the genuine article.



INSIST ON GENUINE PARTS

A visual inspection of the product may not be enough to distinguish genuine parts from a fake. **Always insist on GM Genuine Parts or ACDelco parts and only purchase from authorized sources.**

GM works diligently to stay a step ahead of counterfeiters by using high-tech hidden identifiers that distinguish genuine products, yet are invisible to would-be fakers. But outsmarting a global network of counterfeiters can be the enforcement equivalent of the old carnival game of Whack-a-Mole: Stop one counterfeiter and another pops up somewhere else.

[Continued on next page >](#)

AVOID GETTING BURNED



ACCORDING TO DALE TRIPP, BRAND PROTECTION MANAGER AT CCA, sometimes, the easiest antidote to counterfeiting is common sense. “If you’re offered parts at a price that seems too good to be true, it probably is,” Tripp says. “The best way for dealers, independent repair shops and consumers to avoid getting burned is to always buy products from their respective authorized and reputable sources.”

“

IF YOU’RE OFFERED PARTS AT A PRICE THAT SEEMS TOO GOOD TO BE TRUE, IT PROBABLY IS.

”

If you suspect a part you have purchased is fake, or if you have information regarding counterfeit activities, please contact the GM Global Brand Protection Team at gm_global_brand_protection@gm.com. All personal information will remain strictly confidential.

Among the most common of GM parts to be counterfeited are air filters, spark plugs and oil filters.



AIR FILTERS



SPARK PLUGS



OIL FILTERS

Be sure to include as much information as possible, as well as detailed pictures of the part, packaging (including return address), invoice and receipt. Please do not dispose of the part or other materials, as they may be requested for authentication purposes. You should receive a response within five business days. ■

NEW 350 SERVICE ENGINES COMING SOON

THE BEST FEATURES FROM THREE GENERATIONS

Car enthusiasts are very familiar with GM's storied small-block 350 engine that has powered many Chevrolet models through the years — including performance cars such as the Camaro and Corvette — as well as some trucks and vans.

Building upon the 350's versatile and reliable design, GM Genuine Parts has launched a line of new GM Original Equipment (OE) 5.7L, 350-cubic-inch V8 replacement engines that embody the best features of Chevy's iconic powerplant. Note that these engines are never remanufactured and never reverse engineered.

Available this summer, these high-quality engines provide the power needed to get the job done and are available in three applications. There's



a Gen 1 (#12691671) for 1987–1995 model trucks, vans and SUVs as well as a Gen 1e LD (#12691673) and Gen 1e HD (12691672) that cover 1996–2002 light- and heavy-duty truck applications and SUVs.

During manufacturing at their U.S. production facility,

the engines undergo computer-controlled torquing at every step that takes place through repeatable OE specifications. The engines also endure stringent computer-controlled tests

— measuring oil pressure, oil flow, compression and other systems — and undergo a GM OE part validation process that must comply with an 18-step quality assurance procedure.

QUALITY, FIT AND ENGINEERING

Of course, with GM Genuine Parts, you receive the right part, the right fit, better dependability, quick and easy installations, and parts that are GM OE-designed and never reverse-engineered. In fact, GM Genuine Parts engines incorporate the latest engineering technology and product enhancements to help ensure the most reliable and dependable product.

GM Genuine Parts engines feature a solid 3-Year/100,000-Mile Limited Warranty* (whichever comes first) that covers parts and labor and is fully transferable. ■

*Effective on parts purchased April 1, 2018, and later to the original retail purchaser. Contact seller for limited warranty part details, qualifications, and possible labor coverage.

KEY FEATURES

Among their key features, the engines include:

- Brand-new 4-bolt main blocks (not remanufactured) that are roller camshaft-ready and mechanical fuel pump-capable
- New (not remanufactured) cylinder head and block castings
- Race-proven forged steel crankshafts for lasting durability
- New valve covers, oil pan and timing cover
- Precise, state-of-the-art CNC machining of cylinder heads, block castings and other components
- Dipstick tube provisions on both sides
- No core charge



NEXT-LEVEL DRIVING EXPERIENCE



MEET THE FIRST-EVER

2020 Cadillac CT5

The recent arrival of this all-new compact luxury sedan takes Cadillac's award-winning legacy to the next level, boasting a distinctive fusion of design, performance, comfort and advanced technologies, including available Super Cruise¹ — the world's first true hands-free driver assistance feature.

Continued on next page >

1. Even while using the Super Cruise driver assistance feature, always pay attention while driving and do not use a handheld device. Visit cadillacsupercruise.com for compatible highways and more information. Requires properly equipped vehicle, active Super Cruise subscription, working electrical system, cell reception and GPS signal.

MEET THE FIRST-EVER

2020 Cadillac CT5

CONTINUED



IN ADDITION TO A LUXURIOUS INTERIOR that blends sophisticated technologies with premium high-touch elements, everything from the instrument panel to the center display is focused on the driver, including the high-definition, full-color, 10-inch-diagonal touchscreen that's mounted high for easy visibility.



ALONG WITH A STANDARD 2.0L TWIN-SCROLL TURBO ENGINE and an available 335-hp 3.0L Twin-Turbo V6, the CT5 utilizes Cadillac's award-winning rear-wheel-drive (or available all-wheel-drive) architecture, including standard Driver Mode Control that adapts the sedan to driver preferences for changing road conditions.





THE CT5 IS EQUIPPED WITH A NEW VEHICLE ELECTRICAL ARCHITECTURE — GM's Vehicle Intelligence Platform (VIP) — that's capable of managing up to 4.5 terabytes of data processing power per hour. It provides more rapid communications within the vehicle itself and to outside sources, thanks to Ethernet connections of 100Mbps, 1Gbps and 10Gbps.



BRIMMING WITH ADVANCED TECHNOLOGIES, the CT5 offers an available Driver Awareness Plus Package that counts Lane Keep Assist with Lane Departure Warning², a Head-Up Display, and an 8-inch-diagonal, color reconfigurable Driver Information Center display among its features.



THE BOLD AND EXPRESSIVE-LOOKING CT5 combines fastback styling with advanced aerodynamics, sculpted body panels, signature LED vertical lighting and a wide stance that gives drivers a firm, planted feeling on the road.

2. Read the vehicle owner's manual for important feature limitations and information.

DEADLINE

EXTENDED!

Re-enroll in my GM Partner Perks

Businesses like yours across the country have been affected by the constantly changing conditions and expectations resulting from COVID-19.

If you were planning to re-enroll in the my GM Partner Perks program, but ongoing issues related to the health crisis interfered, we understand. We've extended the re-enrollment period to provide you with additional time to get things settled at your shop.

The deadline for re-enrollment has been rescheduled to run from mid-summer through fall of 2020.

Fee-based shops will have re-enrollment dates spanning over July, August and September with a unique month to enroll based on their initial enrollment. Non-fee-based shops will re-enroll in October.

Participating shops with active program enrollment will continue to enjoy the benefits of the program until their re-enrollment deadline. ■



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.



Here's an overview of the new re-enrollment schedule:

| Fee-Based PSC Perks, PSC Perks+, PSC Pro Perks ++ and PBS Perks Participants | | |
|--|-----------------------------------|------------------------------|
| Original Program Enrollment Date | Previous Re-Enrollment Start Date | New Re-Enrollment Start Date |
| April 1–30, 2019 | June 1, 2020 | July 1, 2020 |
| May 1–31, 2019 | June 1, 2020 | August 1, 2020 |
| June 1–30, 2019 | July 1, 2020 or August 1, 2020 | September 1, 2020 |

| Non-fee-based PBS Pro Perks ++, RSC Pro Perks ++, KFLT Perks +, KFLT Pro Perks ++, XFLT Perks + and XFLT Pro Perks ++ Participants | |
|--|------------------------------|
| Previous Program Re-Enrollment Date | New Re-Enrollment Start Date |
| June 1, 2020 through September 1, 2020 | October 1, 2020 |

Updated Re-Enrollment Periods for my GM Partner Perks



Starting July 1, 2020
 Participants in a fee-based my GM Partner Perks program who originally enrolled in April 2019, and were recently scheduled to re-enroll in June, must now re-enroll in July.

Starting August 1, 2020
 Participants in a fee-based my GM Partner Perks program who originally enrolled in May 2019, and were recently scheduled to re-enroll in June, must now re-enroll in August.

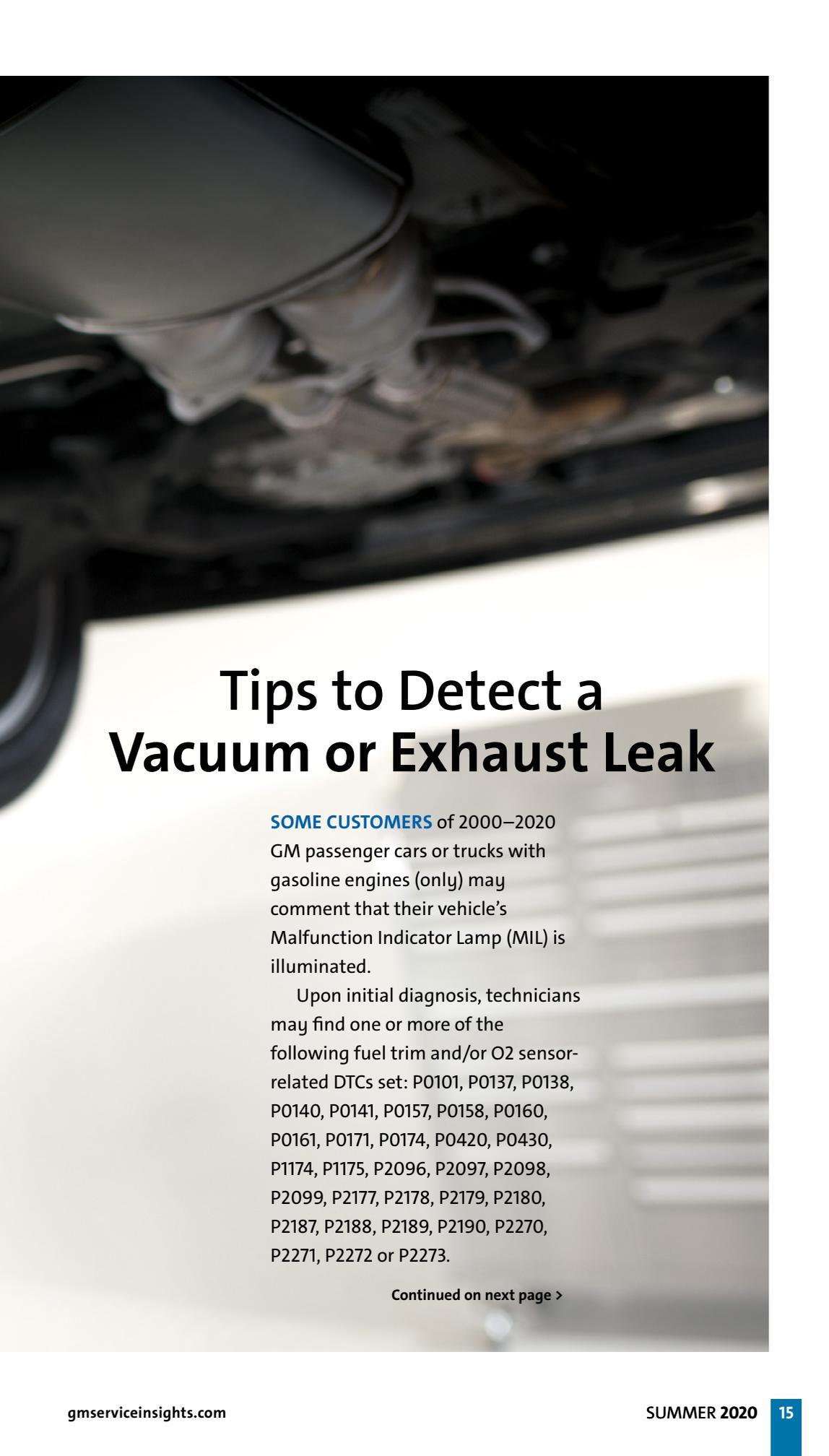


Starting September 1, 2020
 Participants in a fee-based my GM Partner Perks program who originally enrolled in June 2019 and were recently scheduled to re-enroll in July or August, must now re-enroll in September.

Starting October 1, 2020
 Participants in a non-fee-based my GM Partner Perks program who were recently scheduled to re-enroll in June through September must now re-enroll in October.







Tips to Detect a Vacuum or Exhaust Leak

SOME CUSTOMERS of 2000–2020 GM passenger cars or trucks with gasoline engines (only) may comment that their vehicle's Malfunction Indicator Lamp (MIL) is illuminated.

Upon initial diagnosis, technicians may find one or more of the following fuel trim and/or O2 sensor-related DTCs set: P0101, P0137, P0138, P0140, P0141, P0157, P0158, P0160, P0161, P0171, P0174, P0420, P0430, P1174, P1175, P2096, P2097, P2098, P2099, P2177, P2178, P2179, P2180, P2187, P2188, P2189, P2190, P2270, P2271, P2272 or P2273.

Continued on next page >



The GE-52250 Variable Pressure Leak Detector (left) and J-41416 Ultrasonic Detector (below) can help pinpoint the source of leaks.



Vacuum or Exhaust Leak (CONTINUED)

If normal Service Information (SI) diagnostics do not lead to a resolution and an intake vacuum leak or exhaust leak is suspected, one of the following tools/methods may be useful in finding the source.

The GE-52250 Variable Pressure Leak Detector is the preferred and most effective method. (For information on use of the tool, see Component/System Leak Test: SI Doc #5433806.) In addition, a J-41416 Ultrasonic Leak Detector can be used — or simply applying soapy water and low air pressure. Note that these methods are more effective if the vehicle's throttle body is covered/sealed.

For a suspected intake vacuum leak, use the variable pressure detector to

inject smoke into the brake booster hose or the oil dipstick tube. Spray soapy water near the gasket and seams and on all the vacuum nipples to check for leaks.

The GE-52250 Variable Pressure Leak Detector is the preferred and most effective method.

For an exhaust leak, applying soapy water around the seals, seams and bosses, and then injecting smoke or air into the tailpipe often proves effective. An ultrasonic leak detector may be used here as well.

The above methods are good for finding small leaks around the O2 sensor embossments and when checking for slight cracks in an intake plenum or gasket. ■

2020 GMC Yukon

TRANSMISSION TIPS

Rough gear movements may be attributed to driver operation

Some owners of Chevrolet or GMC trucks or SUVs may point out rough shifting, surging, jerking or lurching – particularly when accelerating from a stop out of 4LO.

The concern, which has been reported on 2014 to 2020 models, often leads to the illumination of the Malfunction Indicator Lamp or to a Service 4WD message in the Driver Information Center.

When servicing the vehicles, technicians may find the following DTCs set in the Engine Control Module:

- **P17D4:** Transfer Case Neutral Range Detected in High or Low Range
- **P215B:** Vehicle Speed – Output Shaft Speed Not Plausible
- **P279A:** Transfer Case High Range Incorrect Ratio
- **P279B:** Transfer Case Low Range Incorrect Ratio

The condition may be caused by the customer improperly shifting the transmission out of neutral or applying the gas pedal before the transfer case shifts completely out of 4LO. Direct customers to the owner's manual, which provides the correct procedure for shifting out of 4LO. ■

TRANSMISSION REPAIR

Technicians should follow the correct repair procedure, which is as follows:

- 1 Engage Ignition On
- 2 Engage Park Brake
- 3 Engage Transmission Neutral
- 4 Clear DTCs with Scan tool
- 5 Switch vehicle to power mode OFF and wait for 2 minutes to allow for the bus and ECM to sleep
- 6 Start vehicle
- 7 Confirm no codes or Service 4x4 message on DIC is present
- 8 Shift Transfer Case through 2HI, 4HI, 4LO, N and back to 2HI to confirm the Transfer Case Range shift is functioning properly

If the transfer case cannot shift through all the modes noted above, or if there are any abnormal conditions present, perform the diagnostics within Service Information.

Note that shifting out of neutral with the engine running may cause a grinding sound or a loud bang. It also may not shift if the transmission output shaft speed is too high due to clutch drag. These are all normal if the engine is running.

GM Genuine Parts Introduces **TURBOCHARGER**

WITH MORE VEHICLES COMING

EQUIPPED with turbochargers in recent years, many service centers are seeing an increase in repairs or replacements for these parts.

To help meet that need, GM Genuine Parts has just launched a line of high-quality new and remanufactured turbochargers that are available for a wide range of applications, including Duramax diesel engines.

GM OE STANDARDS

As GM Genuine Parts, the turbochargers are tested to meet GM Original Equipment standards and designed specifically to fit GM engines. In addition, GM OE turbochargers:

- Are engineered to deliver smooth, quiet operation while providing peak power, torque, drivability and fuel economy

- Undergo extensive GM dynamometer testing to ensure lasting quality and durability
- Feature precise machining and come fitted with rubber-coated gaskets to help ensure a tight seal

DIESEL-SPECIFIC PRODUCTS

In addition to the above, GM Genuine Parts offers a range of turbochargers that are designed specifically for diesel engines. That includes the L5P turbocharger for the 2017–2020 Silverado and Sierra with the Duramax 6.6L V8 engine, which:

- Advances the Duramax legacy of variable-geometry boosting, creating more power in the engine
- Features a variable-vane design that enables the engine to deliver more power

LINE

- Enhances the capability of the exhaust-brake system
- Employs a single-stage, water-cooled, variable geometry design that can produce 31.9 psi of boost pressure

REMANUFACTURED TURBOCHARGERS

In addition to our new turbochargers, GM Genuine Parts offers a number of remanufactured products, including those for the Duramax diesel engine. They are built and tested to exacting GM standards — a particularly important factor with turbochargers, which employ components that must be precisely balanced to OEM specifications in order to perform consistently and reliably for

Available Turbochargers for Diesel Engines

| TURBO PART# | ENGINE RPO | FUEL TYPE |
|-------------|------------|-----------|
| 12691225 | L5D | Diesel |
| 12689094 | L5P | Diesel |
| 12642130 | LGH | Diesel |
| 12640123 | LGH | Diesel |
| 55486936 | LWN | Diesel |
| 55510316 | LWN | Diesel |
| 55510315 | LWN | Diesel |
| 55509165 | LM2 | Diesel |
| 55506594 | LWW, LVL | Diesel |
| 55506041 | LWN | Diesel |
| 55506040 | LWN | Diesel |
| 12701782 | L5P | Diesel |
| 55581063 | LUZ | Diesel |

Continued on next page >



2020 Silverado 2500HD LTZ Diesel Crew Cab

TURBOCHARGER LINE (CONTINUED)

years to come. GM’s stringent design and manufacturing process helps ensure that.

An improperly balanced turbocharger can lead to reduced engine horsepower and even failure. It also can produce excessive noise and vibration. Proper balancing can ensure optimal bearing life.

In addition, our remanufactured turbocharger cores are meticulously inspected prior to manufacturing. In fact, the only legitimate rival to a GM remanufactured turbocharger is a GM OEM equivalent. And when you consider that our remanufactured turbochargers are competitively priced and built for lasting reliability,

they remain a smart choice for your service center — and your customers.

SOLID WARRANTY

Of course, whether new or remanufactured, rest assured that GM Genuine Parts turbochargers are backed by a 24-Month/Unlimited-Mile Limited Warranty* (whichever comes first). ■

*Effective on parts purchased April 1, 2018, and later to the original retail purchaser. Contact seller for limited warranty part details, qualifications, and possible labor coverage.

| Remanufactured Duramax Diesel Turbochargers | | |
|---|----------------|---------------------|
| TURBO PART # | 6.6L V8 ENGINE | MODEL YEAR VEHICLES |
| 9329915 | LMM | 2007–2010 |
| 19329916 | LLY, LBZ | 2006–2007 |



2020 GMC Sierra 2500HD SLT Crew Cab

THE PRO PACK

Pro offers from GM Genuine Parts and ACDelco



Visa® Prepaid Card* on the purchase of:

\$15

GM Genuine Parts or ACDelco Evaporator or Compressor

GM Genuine Parts (ACDelco GM Original Equipment)
Starters or Alternators

\$6

GM Genuine Parts (ACDelco GM Original Equipment)
Brake Pads or Shoes

GM Genuine Parts (ACDelco GM Original Equipment)
Brake Rotor or Drum

\$250

ACDelco Gold (Professional) Brake Pads or Shoes

ACDelco Gold (Professional) Brake Rotor or Drum

ACDelco Cabin Air Filter

\$2

ACDelco Silver (Advantage) Brake Pads or Shoes

ACDelco Silver (Advantage) Brake Rotor or Drum

\$150

ACDelco Engine Air 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 gmgenuineparts.com or acdelco.com for more information.

CERTAINTY STARTS HERE.

*Mail-in rebate 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 10/15/20. Offers end 9/30/20.