

SERVICE

IN SIGHTS

FALL 2020

*Service Repair News
from your Parts Dealer*



MEET THE 2021 GMC YUKON

New Parts Branding,
Packaging

my GM Partner Perks
Consumer Assurance

Virtual InShop
Training

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NEW PACKAGING

Part of Global Parts Branding Initiative



GM Genuine Parts and ACDelco products have always represented quality parts, but the new Global Parts Branding initiative rolling out this year is expected to help differentiate the parts lines you stock, sell and install every day.

You've probably noticed some of the branding changes, perhaps most notably with the updated product packaging arriving at your shop. But the Global Parts Branding initiative is an even more comprehensive strategy to bolster all of our products and promote GM Genuine Parts and ACDelco to your customers as the true OE parts brands — the only brands with backing from GM.



Offering strong, secure parts brands will benefit you and your customers with a more defined distinction among products, their roles in the portfolio, their target customers and part relevance to those customers. The change also allows you a better understanding of how to best meet your customers' needs and decide which parts to stock.

Although some of the parts packaging you are receiving now reflects the updated strategy, you may continue receiving some current packaging for a few months.



Look for additional details on this exciting initiative and how it can make a positive impact on your business in future editions of *Insights* magazine.



SPECIAL DELIVERY

Look for new packaging in your GM Genuine Parts and AC Delco shipments

There's a new package design to the GM Genuine Parts and AC Delco products arriving at your shop this fall, but the updated appearance is more than skin-deep.

The redesign reflects a thoughtful new product hierarchy with updated packaging features. ■





Confidence BOOSTER

my GM Partner Perks' Consumer Assurance Program can help strengthen customer trust

Your business is built upon the quality of the work you provide your customers, and that includes the parts you use.

The Consumer Assurance Program, one of many benefits offered to my GM Partner Perks Program participants, is another way to let your customers know how much you stand behind the parts used in your shop.

If a customer needs a replacement for any part* manufactured by GM Genuine Parts or ACDelco parts within 24 months of the original installation, it's covered at no additional charge to them through the program's limited labor compensation benefit.

Additionally, any shop participating in the my GM Partner Perks Program will be compensated for the replacement,

regardless of whether the part was originally installed at its location. If the customer experiences a manufacturer's defect within the limited parts warranty of up to 24 months and is more than 25 miles from their original my GM Partner Perks facility, they can visit another shop for a replacement

at no cost, with a reimbursement given to the shop, regardless of program membership.

That extra layer of confidence in GM Genuine Parts and ACDelco parts gives customers peace of mind in coming to you

for business — ultimately helping you strengthen relationships and build your profitability.

**ANY SHOP
PARTICIPATING
IN THE MY GM
PARTNER PERKS
PROGRAM WILL
BE COMPENSATED
FOR THE
REPLACEMENT**

WHAT'S COVERED

The Consumer Assurance Program covers a manufacturer's defect on any GM Genuine, ACDelco, Buick,



Chevrolet, GMC or Cadillac part within 24 months of installation. Coverage is dependent on normal use of the vehicle and completion of all reasonable and necessary maintenance.

There are some exclusions to the coverage, including those pertaining to damage from abnormal use, misuse, neglect, accident or tampering. For additional details regarding coverage — as well as instructions for the claims process — see the my GM Partner Perks Handbook on the program website, mygmpartnerperks.com. You also can contact Claims Administrators at 800-ACDELCO (800-223-3526), Prompt 3.

LIGHT DUTY AND MEDIUM DUTY

Commercial vehicles also are covered by the Consumer Assurance Program, including emergency service vehicles or vehicles with a Gross Vehicle Weight of up to 19,500 pounds. ■

*Coverage applies to light-duty vehicles only. Contact 800-ACDelco (800-223-3526), Prompt 3, then Prompt 2, for full details.

my GM
partnerperks

Enjoy the benefits

Participants in the my GM Partner Perks Program are automatically enrolled in the Consumer Assurance Program. If you're not yet enrolled in my GM Partner Perks, consider the many benefits the parts loyalty program offers your business — from the latest training resources and marketing assistance to business tools and rewards. Go to mygmpartnerperks.com for more information, or to enroll.



GM OFFERS A FULL RANGE OF **DURAMAX DIESEL ENGINE PARTS**

With such a large family of Duramax® diesel engines on the road today — powering both personal and commercial vehicles — your shop will likely see some of these Duramax-equipped models when they come in for service.

Whether it's the Duramax 6.6L V8 that propels some heavy-duty GM pickups and vans, the smaller 1.6L diesel that's used in some compact sedans and SUVs, or another Duramax application in between, GM Genuine Parts and ACDelco offer a full range of GM OE parts and components to help you properly service them.

From turbochargers and fuel pumps to oil filters and more, GM Genuine Parts and ACDelco help keep your customers' Duramax powerplants running smoothly, while helping ensure quality performance. They also are designed, engineered and tested to rigorous standards and backed by General Motors. In fact, GM Genuine Parts and ACDelco are the only two brands that supply the same original equipment that's used in GM vehicle production.

The following represent a few of the many GM OE parts that are available for Duramax engines.

GLOW PLUGS

OE Glow Plugs are designed to give diesel engines the heat they need for cold starts. They also:

- Are designed specifically for each Duramax engine glow plug control system
- Meet GM OE combustion chamber requirements, including heat cycle times and operating temperature

WATER PUMPS

OE Water Pumps are built to meet the latest GM-specified designs and offer some valuable benefits, including:

- Uniform wall sections and smooth coolant-flow cavities for efficient operation
- Coated seals with a stainless-steel spring for durability
- Heat-treated impeller shafts supported by high-quality ball/roller bearings for smooth, reliable operation in virtually all conditions
- Reliable, leak-free performance — thanks in part to thorough testing

FUEL INJECTORS

OE Diesel Fuel Injectors, both new and remanufactured, are engineered to deliver maximum performance. Remanufactured units also feature these attributes:

- Control valve seats that match the OE design
- Meet key OE system requirements like operating pressure and spray patterns
- Key assemblies are 100% replaced, never reused.
- Remaining components have been completely disassembled, cleaned and tested to specifications.

A WHOLE LOT OF PROTECTION

Along with the extensive inventory of available Duramax engine parts, you'll also enjoy peace of mind knowing that most GM OE parts are covered under a 24-month/unlimited-mile limited warranty.*

To find out more, visit gmgenuineparts.com and acdelco.com. ■

*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.

ALL-NEW 2021 GMC YUKON ARRIVES

Next Generation Yukon and Yukon XL
feature class-leading technology and
precision engineering



2021 GMC Yukon
Preproduction model shown.



THE YUKON'S FIRST-IN-CLASS, AVAILABLE, FOUR-CORNER AIR RIDE ADAPTIVE SUSPENSION (late availability) delivers exceptional ride comfort and allows drivers to raise the body up to two inches for additional ground clearance when traveling off-road.



AN ALL-NEW DESIGN ACROSS THE YUKON LINEUP is highlighted by a Denali-exclusive interior and an available, new power-sliding center console that can extend rearward up to 10 inches.



AN AVAILABLE, ALL-NEW ACTIVE RESPONSE 4WD™ System combines several technologies — including an electronic limited-slip differential — that continuously monitor road conditions for improved traction, handling and control.

Continued on next page >



THE ROOMY YUKON OFFERS EVEN MORE USABLE SPACE for 2021 (compared with the previous model), providing 41 percent more third-row legroom and 66 percent more cargo volume behind the third row. Moreover, Yukon XL models boast a maximum cargo volume of 144 cu. ft.¹



WITH UP TO 9 AVAILABLE CAMERA VIEWS,² the Yukon can help increase driver awareness through the use of High Definition Surround Vision, a Rear Camera Mirror and GMC's ProGrade trailering system.



ALONG WITH A STANDARD DUAL-EXHAUST SYSTEM with polished stainless-steel tips, Yukon Denali models come equipped with an all-new 6.2L V8 engine that packs 420 horsepower and 460 lb-ft of torque.

1. Cargo and load capacity limited by weight and distribution.

2. Read the vehicle Owner's Manual for important feature limitations and information.

DEALING WITH A STUCK LIFTER

This article pertains to the 2015–2019 Cadillac Escalade; 2016–2019 Cadillac CTS-V; 2014 Chevrolet Silverado 1500; 2014–2019 Chevrolet Corvette; 2015–2018 Chevrolet Silverado; 2015–2019 Chevrolet Suburban and Tahoe; 2016–2019 Chevrolet Camaro; 2019 Chevrolet Silverado LD; 2014 GMC Sierra 1500; 2015–2018 GMC Sierra; 2015–2019 GMC Yukon and Yukon XL; and 2019 GMC Sierra Limited, equipped with one of the following 5.3L engines (RPOs L83, L8B) or 6.2L engines (RPOs L86, LT1, LT4).

Some customers with one of the above vehicles may comment on an illuminated malfunction indicator lamp (MIL) and/or an engine misfire/tick noise. During inspection, technicians may find the DTC P0300 set or in history.

The issue may be caused by one of the following conditions:

- An active fuel management (AFM) lifter that is mechanically collapsed and/or stuck
- Internal locking pin damage in the lifter, due to oil aeration
- A lifter that has collapsed and is stuck in the lifter bore
- A bent push rod

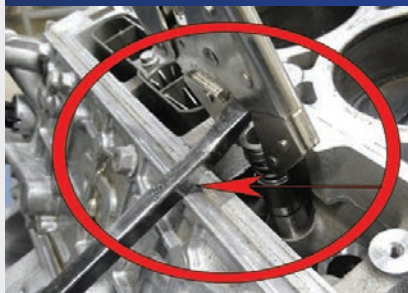
If the Service Information (SI) diagnosis does not isolate the cause of the concern, inspect for proper valve operation. Also, with the lifters removed from the engine, inspect the camshaft for damage. If found, replace the camshaft per SI.

If the valve(s) is/are not moving, replace the valve lifter oil manifold and the affected bank of AFM lifters. (Refer to Valve Lifter Oil Manifold Replacement and Valve Lifter Replacement in SI.) If the lifter has spun the bore, the guides should also be replaced. ■

TWO METHODS

There are two approved processes for removing the lifter when it's stuck in the bore.

1. Use vice grips with a slide hammer. (Note: Do not pry on the sealing surface of the block, as shown in the illustration.)



2. Use vice grips with a small pry bar.

One of the above processes will typically work. If not, the engine will need to be replaced.

In addition, with the lifter removed, inspect the bore for any damage. The lifter bores will usually look good with no indication of damage.

Training for **THESE TIMES**

Virtual InShop Training provides flexible learning options

As independent shops and service centers adjust to a changing business environment, the knowledge and skills it takes to assist customers and be successful on the job are as important as ever.

ACDelco Technical Training, which has always provided a variety of delivery methods for its training courses, recently launched a new online platform — Virtual InShop Training — to give you flexibility in accessing the most up-to-date learning without even leaving the service bay.

ABOUT THE TRAINING

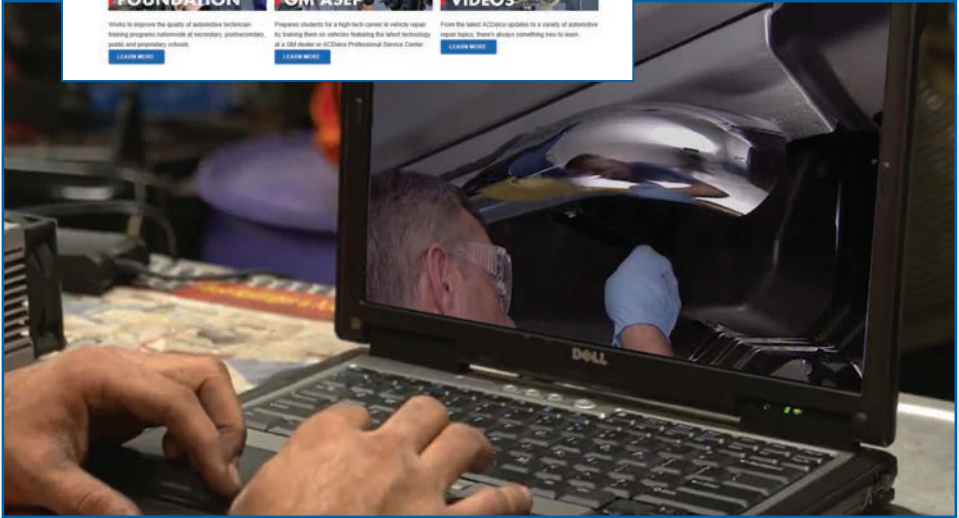
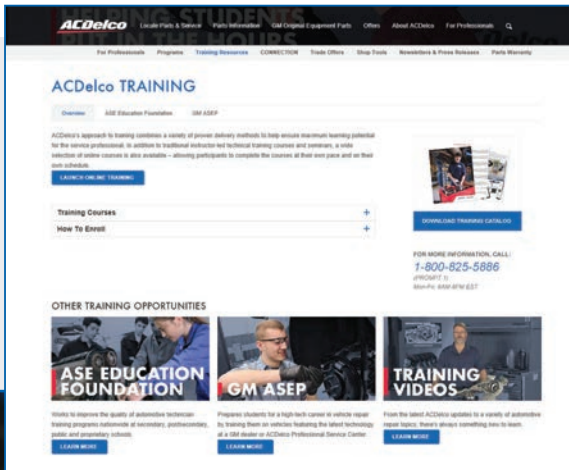
New Virtual InShop Training courses are conducted via WebEx video conferencing. They run about 45 minutes each and include a Q&A session for participants.

Training materials and a WebEx job aid designed to assist with event connectivity are emailed to participants two days before the scheduled training.

Courses mirror the traditional face-to-face InShop courses listed in the ACDelco Training Catalog. Additionally, Virtual Seminars (InShop's longer counterparts) are also offered through WebEx in place of the previous in-person format.



Contact your ACDelco representative for a complete list of Virtual InShop and Virtual Seminar offerings, to get more details or to register for a course.



Learn Virtually Anywhere

Because you're providing essential services to those who rely on a well-maintained vehicle, it's vital to stay informed on the latest technical processes and advancements, regardless of your physical location.

Both InShop and Seminar training classes typically bring participants into the shop to see a live demonstration taking place. An ACDelco professional may target a specific repair issue or procedure to give technicians step-by-

step instructions. The virtual sessions offer the same content, only they can now be accessed online from anywhere. Virtual InShop and Virtual Seminar training courses that are now available cover a wide range of topics, including those on the ACDelco Learning Management System (LMS): Batteries, Aluminum Welding and Repair, Advanced Driver Assistance Systems, Bolted Body Panels and much more.

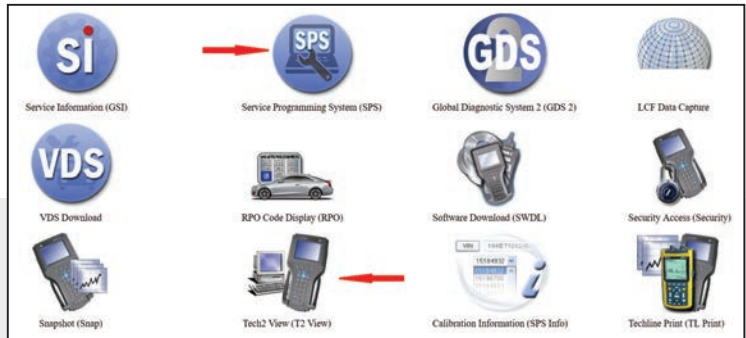
In a time when social distancing and remote communication shape the way we approach our work, it's essential that these types of learning experiences are available to you. ■

SEASON ODOMETER Programming Methods

On 2020-and-prior GM passenger cars and trucks, several methods are available for programming a season odometer after replacing the instrument panel cluster (IPC). The following can serve as a guide to help identify the right method, based on GM vehicle, model year and odometer value storage.

The season odometer value may be stored either in the IPC, the driver information center (DIC) or the integrated body control module (IBCM), which is also called a body control module (BCM).

3 Commonly Used Options



The season odometer programming methods used today include:

1. IPC reprogramming and setup using the service programming system (SPS)
2. Odometer setup at the electronic service center (ESC) when using an exchange IPC/DIC
3. Tech 2® that sets up a replacement BCM, which includes loading the odometer value that is displayed and stored in the IPC. A replacement IPC will display the previously stored vehicle odometer value, communicated from the BCM, after cycling the ignition or driving the vehicle.

IMPORTANT: Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming.

Install the EL-49642 SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. Do NOT connect a battery charger.



THIS CHART INCLUDES a few examples of where the season odometer value may be stored, based on vehicle model, along with the recommended programming method. ■

VEHICLE	MODEL YEAR	ODOMETER VALUE STORAGE	PROGRAMMING METHOD
BUICK			
Cascada	2016–2019	BCM	SPS*
Century	2003–2005	IPC	ESC
Enclave	2008–2017	IPC	ESC
CADILLAC			
ATS	2013–2019	BCM	SPS*
CTS	2003–2007	IPC	ESC
CT4	2020	BCM	SPS*
CHEVROLET			
Astro	2003–2005	IPC	ESC
Avalanche	2003–2013	IPC	SPS
Blazer	2003–2005	IPC	ESC
GMC			
Acadia	2007–2016	IPC	ESC
Canyon	2004–2011	IBCM	Tech 2
Sierra LD	2007–2013	IPC	SPS



To view the entire list, refer to document #07-08-49-020Q in Service Information.

*The odometer programming is integrated as part of the BCM programming procedure. It is not a stand-alone event.

BOOST YOUR Battery Knowledge

Training courses offer a comprehensive curriculum

BATTERIES ARE A PILLAR OF THE TRUSTED ACDELCO LINE OF PRODUCTS, and customers expect technicians to be well-versed on their benefits as well as how to properly diagnose and service them.

With an expanding ACDelco battery portfolio, now may be the perfect time to brush up on your knowledge and skills regarding this important part.

ACDelco Technical Training offers a wide range of learning opportunities to stay up to date on ACDelco batteries.

Batteries (SEL06-01.01VI) is a comprehensive InShop Training course that has recently moved to a virtual format so learners can participate in the class via a WebEx video conference.

The course covers battery construction, operation, types, diagnosis and service. Topics include battery testing, charging, replacement, parasitic draw testing and applicable precautions.



Visit acdelcotraining.com for more training opportunities and course descriptions. Contact your ACDelco field representative for more details.

Participants will learn through live, online procedures and demonstrations given by an ACDelco professional.

Detailed descriptions and step-by-step instructions discuss:

- Battery construction
- Safe handling procedures
- Visual inspection
- Battery conductance testing
- Battery load testing
- Open circuit voltage testing
- Battery and terminal cleaning
- Battery storage and disposal procedures ■

OTHER RESOURCES

Service centers can access a number of other training resources for batteries, as well. **Here are a few recommendations:**

SEL0101SM

Battery Marketer

This course helps participants prepare to sell and support ACDelco-branded batteries. Topics include battery function, service, safety, warranty processes, industry sales and marketing strategies.

SEL0201IL

Batteries, Starting and Charging

This course covers the battery, starting and charging system component operation, diagnosis, testing and best service practices. Hands-on exercises help improve skills, perform measurements, interpret test results and make diagnostic decisions.



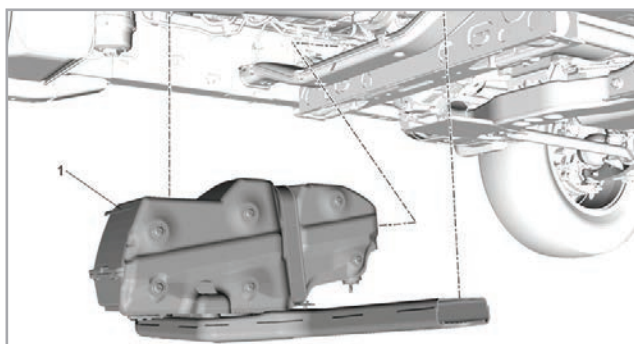


RESOLVING A LACK OF PRESSURE IN THE DEF PUMP

This article pertains to the 2016–2020 Chevrolet Colorado; 2018–2019 Chevrolet Cruze; 2017–2020 Chevrolet Express; 2018–2019 Chevrolet Equinox; 2020 Chevrolet Silverado 1500; 2017–2019 Chevrolet Silverado 2500/3500 HD and 2019–2020 Chevrolet Silverado 4500/5500/6500 HD; 2016–2020 GMC Canyon; 2017–2020 GMC Savana; 2019–2020 GMC Sierra 1500; 2017–2020 GMC Sierra 2500/3500; 2019 GMC Sierra Limited; and 2018–2019 GMC Terrain models equipped with either the 2.8L diesel engine (RPO LWN), the 1.6L diesel engine (RPO LH7), the 3.0L diesel engine (RPO LM2) or the 6.6L diesel engine (RPO L5P, L5D).

After replacing the Diesel Exhaust Fluid (DEF) pump on one of the above vehicles, technicians may find that the pump is not building sufficient pressure for proper operation. In addition, DTCs P20E8 (Reductant Low Pressure) and P249C (Excessive Time to Enter Closed Loop Reductant Injection Control) may be set.

The electrically operated DEF (emissions reductant) pump, which is located within the DEF reservoir, is designed to deliver pressurized reductant to the reductant injector located upstream of the Selective Catalyst Reduction. A sensor within the reductant reservoir sends the reductant control module a signal indicating existing reductant level. The reductant pressure sensor provides the module with a voltage signal proportional to the reductant pressure generated by the pump. The module varies the duty-cycle of the pump voltage to maintain pressure within a calibrated range.



The DEF pump is located within the DEF reservoir.



LEAK TEST

After replacing the DEF pump and confirming that the system is unable to build pressure, inspect for any leaks, loose connections or kinks in the supply line. Also, perform an initial leak test three times using a scan tool. If low pressure is present, the DEF pump filter may have dried out.



SATURATE THE FILTER

To help resolve the issue, allow the DEF pump to sit in DEF fluid overnight in order to re-saturate the filter. The following morning, perform the leak test **three additional times**. The pump should now be able to build pressure. ■



Important: Be sure to perform the leak test three times before considering a pump replacement.

THE PRO PACK

Pro offers from GM Genuine Parts and ACDelco

Visa® Prepaid Card* mail-in rebate in the amount of:

\$50

On GM Genuine Parts Transmission Assembly and Transfer Case

On GM Genuine Parts Engine Assembly

On GM Genuine Parts Turbocharger

\$6

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

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

\$250

On GM Genuine Parts OE Suspension parts

\$2

On ACDelco GM OE (Professional) Glow Plug

On ACDelco Ignition Wire and Coil on Plug Boots Sets

\$.75

On ACDelco OE Wiper Blade

On ACDelco Gold (Professional) Wiper Blade

On ACDelco Silver (Advantage) Wiper Blade

\$.50

On ACDelco Oil Filter

my GM
partnerperks

Members earn points on GM parts purchases plus additional benefits.

streamlined rebate redemptions
exclusively with



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.

*Mail-in rebate available only to Independent Service Centers, Body Shops, or Commercial Fleets with a U.S. mailing address. Limit five rebates per GM Genuine Parts Turbocharger, Engine Assembly, Transmission Assembly, or Transfer Case per business. Limit 15 rebates per other parts 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 1/15/21. Offers end 12/31/20.



**GENUINE
PARTS**



