

SERVICE

IN SIGHTS

WINTER 2024

*Service Repair News
From Your Parts Supplier*



2024 Chevrolet
Blazer EV RS

THE 2024 CHEVROLET BLAZER EV

PowerUp Chargers
Provide a Boost

Instructor Keeps
It Face-to-Face

Replacing
Engine Parts

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“The only foolish question is the one that isn’t asked.”

— Jerry Tempel,
ACDelco Regional Instructor



Preproduction model shown. Actual production model may vary.

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my GM
partnerperks

MEMBER SPOTLIGHT

SHOP:
Robertson AutomotiveOWNER:
Kevin RobertsonLOCATION:
Tyler, Texas12 Employees,
including
7 technicians

FAVORITE BENEFIT:
Robertson appreciates the many options for redeeming award points, which include an extensive catalog selection, but also gift cards, travel, GM new vehicle purchases, business expense reimbursements and more.



RETURN on Investment

Texas service center finds dedication to quality parts – and employees – rewarding

Since he was five years old, Kevin Robertson has been fascinated by cars and everything about them.

As a kid, the owner of **Robertson Automotive** service center in Tyler, Texas, played with Hot Wheels® all the time, avidly read *Hot Rod* magazine and even pretended he was a member of a pit crew by changing the tires on his pedal car.

“I’ve always been infatuated with cars,” he says. “That’s all I’ve ever wanted to do. It’s all I know how to do.”

It’s that passion that’s led him to build his own successful shop to provide customers with the quality service they need while

empowering his technicians and other staff to take ownership of their work.

Building the Business

Right out of high school, Robertson went to work for a Cadillac dealership in his hometown. He went through GM’s ASEP (Automotive Service Excellence Program) and gained experience and knowledge there.

Then, in 1992, he bought a small two-bay shop in an old Texaco® station from a friend and went to work building his own business. After nine years, he relocated into a bigger facility with three buildings and many more bays.



Full Service

(Far left): Owner Kevin Robertson (back row, at left) values his staff members and their service knowledge. (Above and left): Robertson Automotive has used the ACDelco Image Enhancement Program to add brand-specific paint colors and signage to the shop.

When he got an offer from someone to buy the facility several years later, he considered the benefits, not only to himself, but to his customers and employees.

He researched where most of his customers were coming from by performing a zip-code match with sales records. “I figured out that 78 percent of my customers were coming from this area I’m in now and thought, ‘Well, why don’t we just move to their neighborhood.’ So, we did.”

Robertson also took a unique approach by printing off copies of blueprints for a new facility and passing them out to his employees, asking for their input.

“I called them all into the office one day and said, ‘Listen, this is your shop, so you design it how y’all want it. Tell me what you want out here and where you want it.’ And they did,” he recalls. “They decided where they wanted the alignment machine and where they wanted the tire equipment and where they wanted this [or that]. They had that ownership.”

That location, the current shop, opened in 2017 in Tyler, Texas, with 17 service bays. “Life’s been great since we moved here,” Robertson says. “It’s worked out really well for everyone.”

Continued on next page >



RETURN

on Investment

(continued)

Support System

As a business owner, Robertson has lived by the philosophy that trust and loyalty are key to long-term success.

That's why he's focused on maintaining strong relationships with his customers and employees.

One way he does that is through the facility's use of quality GM Genuine Parts and ACDELco products to provide the best service possible. His shop participates in the **my GM Partner Perks** parts loyalty program, which rewards members for purchasing GM Genuine Parts and ACDELco parts, Chevrolet Performance Parts and accessories from Cadillac, Chevrolet, Buick and GMC by offering a range of benefits. Perks include rewards and incentives, marketing support, and resources that help increase productivity and profitability.

Robertson has always participated in GM's loyalty programs and loves being

associated with GM Genuine Parts and ACDELco.

One of his favorite program benefits is the ability to redeem award points. Program participants can use points toward merchandise in a catalog, but also to transfer the balance to an Exclusively Yours® reward card, spend it on travel,

restaurant and gift cards – and even use points toward the purchase of new GM vehicles.

“With the program, I mostly use the rewards points,” Robertson says. “The cool part is that they’ve opened it up where it’s not just the catalog;

now, I can go to Home Depot® and buy electric tools for the shop once in a while.”

Utilizing the Benefits

When Robertson was having his current shop built, he also took advantage of the ACDELco Image Enhancement Program, which is now available to my GM Partner Perks members. He had ACDELco signage installed and used ACDELco paint colors throughout the building. (Go to the

“We try to take advantage of every training opportunity we can get our hands on.”

— Kevin Robertson,
Robertson Automotive



Functional Spaces

Robertson Automotive technicians and staff members helped design the current facility, built in 2017, including the service space and customer waiting area.

acdelco1store.com and click “Signage” for more info on the program.)

In-person and online training courses are also available to my GM Partner Perks members to provide service professionals with the most up-to-date information and instruction.

“We try to take advantage of every training opportunity we can get our hands on,” Robertson says. While my GM Partner Perks gives access to an entire online training catalog that individuals can use any time, they also participate in group training.

With four technicians certified by ASE (Automotive Service Excellence) and one ASE-certified master technician, the shop also has several newer technicians and trainees, so the ability to keep everyone up to date with the latest technology and industry knowledge is a valuable benefit of the program.

Another way my GM Partner Perks helps shops on a day-to-day basis is through its resources and discounted subscriptions. Discounts are available for annual subscriptions to Service Information (SI), which offers repair and diagnostic information that can potentially save time on service work. A Service Program System (SPS) subscription for GM vehicle calibrations, Global Diagnostic System software and Tech2 diagnostic software are also available to members.

“I plan to continue making the most of my membership [in my GM Partner Perks],” Robertson says. “I like to keep my customers and employees happy, and this will help me find ways for everyone to be successful.” ■

See the my GM Partner Perks Program Guide for more details!

Visit the website
mygmpartnerperks.com

and select “Service Center” at the top of the page. The program guide is available for download by scrolling to the bottom of that page.

Right from the SOURCE

GM PowerUp and
PowerUp+ chargers
boost capability



Learn More
Scan the QR Code
to learn more about
EV technology.



As electric vehicles become more prevalent, where their power comes from will become top of mind to owners.

General Motors Customer Care and Aftersales (CCA) understands this and makes available to consumers two highly capable and competitively priced home chargers. The GM PowerUp and PowerUp+ units offer convenience, flexibility and, as their names surely suggest, noteworthy power.

With 90 percent of all EV charging taking place at home, having a productive and reliable unit would be attractive to these vehicle owners. Both PowerUp and

PowerUp+ can be installed indoors or outdoors, come with a 25-foot charge cable, offer Bluetooth/Wi-Fi connectivity through a GM vehicle mobile app, and are backed by a 3-year manufacturer's warranty and an optional 2-year extended protection plan through GM Financial.

The PowerUp charger (Part No. 84922762) boasts efficient Level 2 charging with a power capability of 11.5 kW (48 amps), when hardwired, and can charge up to 39 miles per hour to an EV. That is up to a 50-percent improvement in charging capability compared

with the standard 7.7 kW portable cord set.

The PowerUp+ charger (Part No. 85642869)

cranks up the power to a potential 19.2kW (80 amps), with a charge rate that could go as high as 52

miles per hour. The PowerUp+ can be attractive not only to EV customers, but repair facilities that could install the unit and instantly become a desired destination for those in need of a charge.

The PowerUp chargers have several competitive advantages. Along with the aforementioned,

optional 2-year extended protection plan offered by GM Financial that Tesla and Ford don't offer, PowerUp and PowerUp+ come with a complete turnkey installation program, provided by preferred supplier Qmerit. In addition, both chargers feature an attractive price point, coming in less expensive than competitors Ford, Rivian, VW and Porsche.

With this portfolio of products, GM can work to meet all its customers' EV charging needs. And, if a facility has a charger installed at its location, customers can power up their vehicle as it's being serviced. ■

90%
of all EV
charging takes
place at home.

POWERBAR

Just as the PowerUp chargers provide power to EVs looking to go places, the EVs, in turn, can be a source of power — thanks to new products from the GM charging lineup.

The PowerBar and PowerBar+, which currently are being rolled out in anticipation of the launch the new GMC Sierra EV Denali Edition 1, allow an EV to act as a mini-generator of sorts for a variety of devices, boasting up to 3kW of charging capability.

The PowerBar works with four standard outlets and features a 15-foot cord, while the PowerBar+, working with two standard outlets, adds a 25-foot cord and a TT30 plug. Both can run a laptop, electric kettle, hot plate, TV, electric pump and even a portable A/C unit.

The PowerBar products will join a GM EV Charging portfolio that includes a Vehicle-to-Vehicle adapter (6kW) that transfers power from one EV to another, a Charge Cord Dock and a Charge Cord Adapter.



POWER MOVE

2024 Blazer EV brings new energy to classic nameplate

Style and performance have long been at the center of the Chevrolet Blazer's legacy, but the recent addition of an electric model introduces even more possibilities for customers

The all-new Blazer EV SUV offers the same great looks and features as its gas-powered counterpart with multiple trim levels and the latest features, along with several available range¹ options and drive configurations to suit every lifestyle and need.

Current trims that are available include the 2LT and RS, with the first-ever electric SS performance model arriving Spring 2024. A Police Pursuit Vehicle (PPV) is also available for law enforcement.

The exciting introduction of the Blazer EV underscores Chevy's dedication to growing its electric portfolio and making EV ownership accessible to more people.

Here's a look at what it brings to the midsize electric-crossover segment.



Preproduction model shown. Actual production model may vary. 1. On a full charge based on development testing and/or analytical projection consistent with SAE J1634 revision 2017 - MCT. Range subject to change prior to production. Actual range may vary based on several factors, including ambient temperature, terrain, battery age and condition, loading, and how you use and maintain your vehicle. 2. On a closed course only. Based on initial vehicle movement. 3. Feature may be limited when the battery temperatures are extremely cold or hot, or when battery is near full charge. See Owner's Manual for details.

Command Performance

Blazer EV is unquestionably the performance vehicle of Chevy's electric lineup. It's powered by the innovative Ultium battery platform, a modular system that gives the SUV power, range and performance with its flexible components. And, the vehicle's all-new body architecture opens the door for an impressive offering of range options and three available drive systems: front-wheel drive, all-wheel drive and rear-wheel drive. Because of the low and wide proportions of the Ultium platform and the placement of the battery pack, Blazer EV has a low center of gravity for enhanced driving stability. Its independent front and rear suspensions also offer amazing responsiveness and comfort in every seat.

Staying true to its performance roots, there's definitely no shortage of power, as the Blazer EV SS model will have an exclusive performance AWD propulsion configuration that, with the Wide Open Watts (WOW) mode, helps it reach 0-60 in under four seconds² and churn out 557 horsepower and up to 648 lb-ft of torque, according to GM estimates.

Wide-Ranging Capability

Blazer EV customers will appreciate the vehicle's excellent range as well as GM's support via the many resources available to help with charging. Depending on trim level and configuration, Blazer EV can reach an EPA-estimated electric range of up to 324 miles (RWD model).¹ Some of the vehicle's technology helps maximize that range. Regen on Demand³ and One-Pedal Driving⁴ work together to convert kinetic energy from the vehicle's forward momentum into electricity to add to the driving range.

Charging the Blazer EV is a simple process, as owners simply have to plug in, charge and go. They can charge at home, or access more than 100,000 publicly available charging stations in the U.S. and Canada, including some DC Fast Chargers that offer quick charge when needed. Using Google built-in,⁵ owners can also locate charging stations and plan routes to the stations through a Charging Locator.

Continued on next page >

0-60 in under
4 seconds²
(with Wide Open
Watts on SS)

EPA-estimated
electric range of
up to **324** miles
(RWD model)¹



Scan the QR Code
to learn more about the
2024 Chevrolet Blazer EV.

4. Feature may be limited when the battery temperatures are extremely hot or extremely cold of when battery is near full charge. Always use the brake pedal when you need to stop immediately. See Owner's Manual for details. 5. Google built-in services are subject to limitations and availability may vary by vehicle, infotainment system and location. Select service plan required. Certain Google actions and functionality may require account linking. User terms and privacy statements apply. Google, Android Auto, Google Play, and Google Maps are trademarks of Google LLC.

POWER MOVE Continued

A Unique Look

Blazer EV reflects a sporty appearance with an athletic aesthetic that makes it stand out from other EVs. Exterior cues now boast performance elements influenced by the Corvette and Camaro. A muscular profile with converging body lines conveys the agile motion of a race vehicle. Its design is 100 percent Chevy, with front-fender extractor vents tipping a hat to the brand's motorsports legacy.

Each trim level of the Blazer EV brings a unique look to market. The LT wears a monochromatic color scheme with standard 19-inch wheels; the RS takes on a sportier appearance with a black grille/ accent details and standard 21-inch wheels; SS has an aggressive demeanor highlighting an exclusive front grille, a black roof and A-pillars to complement exterior paint as well as standard 22-inch multi-finish wheels. Lighting is an essential aspect of the exterior design as well. RS and SS models feature signature dual-



element LED lighting and choreographed lighting sequences, including a full light bar and illuminated Chevy Bowtie emblem that activate when the driver is approaching or walking away. Front lights also convey the EV's state of charge – the light sequence increases in speed and intensity as the battery charge gets stronger.

Customized Comfort

Sitting in the driver's seat of the Blazer EV is sure to make an owner feel like a pilot with a command center within easy reach, plus plenty of space and soft-touch materials for comfort. The Blazer EV's modern cabin is outfitted with details that, like the exterior, are influenced by Chevy's rich performance history. RS and SS trims feature a flat-bottom steering wheel. Sueded microfiber seating in the Adrenaline Red interior on RS and the

Gray/Argon interior on SS reflect the spirited driving experience to come.

Uplevel models also include heated and ventilated front seats with heated rear outboard seating standard on SS and available on RS. Both also come with standard ambient lighting and personalization functions. All models feature customizable displays, including a large, intuitive 17.7-inch diagonal color touchscreen, showcasing the infotainment system⁶ in standout style, and an 11-inch driver information screen for easily accessed vehicle data. And, with two rows, plus a flat floor enabled by the placement of the Ultium platform, there's more than enough space for passengers and storage.

Tech Savvy

While the electric vehicle itself is a great example of the latest automotive technology, Blazer EV is loaded with the tech features that bring customers the comfort, convenience and confidence they need to enjoy the ride. The key to many of Blazer

EV's technologies lies with Ultifi,⁷ an end-to-end vehicle software program that separates vehicle software from hardware to enable frequent and seamless delivery of features, apps and services to customers over the air.

Just starting the Blazer EV is innovative, thanks to its hands-free start. Just a push of the brake pedal is all that's needed to get going – no button push is necessary, just a nearby key fob. There's also a powered-opening charge port door and an available presence-based hands-free liftgate that activates when rear sensors recognize the key fob. And, Blazer EV's available Super Cruise⁸ hands-free driver-assistance technology makes long drives and commutes more enjoyable and convenient on more than 400,000 miles of compatible roads in the U.S. and Canada.

Enhanced Automatic Parking Assist⁹ is another driver-assistance feature available on Blazer EV that makes parking easier. It automatically steers, brakes and shifts gears to park in a detected parallel or perpendicular space. ■



Preproduction model shown. Actual production model may vary.

6. Functionality varies by model. Full functionality requires compatible Bluetooth and smartphone, and USB connectivity for some devices. 7. Ultifi is preproduction and is subject to change. Actual features, functionality, and product limitations may vary. 8. Always pay attention while driving and when using Super Cruise. Do not use a handheld device. Requires active Super Cruise plan or trial. Terms apply. Visit chevroletssuperccruise.com for compatible roads and full details.

9. 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.

Person *to* Person

Jerry Tempel finds that live interaction, instruction provide a clear path to understanding

For ACDelco Regional Instructor Jerry Tempel, there's nothing like in-person training, whether it's for nine people during an instructor-

led session or 100 at a seminar. "Even if a student doesn't get everything



from the class content, they can discuss subjects with their peers that spark a conversation leading to a better understanding," he says. "There's nothing like hearing the perspective of someone who is in the same position as you."

Tempel has seen the benefits of in-person training from both the student and trainer perspectives. In high school, he studied small-engine repair before entering trade school. Then, he enlisted in the U.S. Army to work on high-voltage generators, before starting a long and successful career in automotive retail, as a

technician, service manager and fixed operations manager at dealerships in and around his hometown of Freeport, Illinois.

TRAIN TO SUCCEED

In these management roles, Tempel appreciated the impact that training could have on personnel. "I would pay them 50 percent of their labor rate to take courses, and would see a corresponding increase in efficiency," he says.

"There's nothing like hearing the perspective of someone who is in the same position as you."

When a position opened up as a market area product specialist, Tempel decided on a career change. In this role, he held evening seminars, presented technical information and conducted warranty inspections at various ACDelco warehouses.

This eventually led to his current position as a regional instructor. Tempel

handles the Northeast Region and parts of the Pacific Northwest, teaching three to four in-person seminars every week as well as two to three InShop sessions for service and body facilities — mixing in an occasional all-day Instructor-Led course at a local community college. The subjects he addresses will vary from how to glue on body panels and perform spot-welds on the repair side, to data bus diagnostics and hybrid-repair safety on the

service side.

In fact, it was a recent hybrid class that reminded Tempel why he enjoyed the spontaneity of in-person training. "We were discussing how Auto Stop/Start worked in vehicles when one of the students remarked how it wears out a starter," he remembers. "This allowed me to go off script and dispel



that misconception for the students while illustrating the real effectiveness of this fuel-saving feature."

NATURAL RESOURCES

Tempel encourages students to explore the vast curriculum available in the ACDelco Course Catalog. He estimates having taken about 600 classes himself and maintains that the content remains relevant and applicable to real-world situations. "I especially recommend that students take as many electrical courses as possible, as it crosses over into every area of the vehicle," he says. "Also, with EVs emerging on the market, technicians must be versed in AC voltage as well as DC voltage."

Course materials such as participant guides can prove to be important tools in learning. "I used to love to write notes on

them when they came in a paper format, but even as PDFs, I tell students to mark key messages with the highlighter tool and store them in a folder on their desktop as a digital resource file," Tempel says.

During the in-person sessions, Tempel understands that his students are coming from a variety of backgrounds and that they

learn in different ways, but he's there to make sure there's as little confusion as possible. Most of all, he encourages his students to take advantage of the group dynamic they are immersed in. "The only foolish question is the one that isn't asked," he notes. "If I don't know the answer, someone in the class may very well." ■

★ RECOMMENDED ★

Jerry Tempel suggests one in-person course that both service and body shop techs should take to better understand how their repairs could potentially affect the communication networks in a vehicle.

S-EL06-74.01SEM

Diagnosing Multiplexed Data Bus Networks

Description: Diagnosing complex network system failures is a challenge, even for experienced technicians. In this seminar, technicians will focus on diagnostic strategy to hone their problem-solving skills for serial data-failure modes in multiplex networks. Included network protocols CAN, LIN, GMLAN and MOST® as well as repair methods will be covered.

Whenever technicians **disassemble** engines as part of a repair, they might see signs of wear on critical components. Before making any decision to replace the entire engine, technicians should see whether they can address the issue by replacing worn components individually.

Here are some areas to review that might prevent unnecessary engine replacement:

Camshaft/Crankshaft

If there's minor scratching/scoring on the camshaft lobes, bearing journals or bearing caps – or the crankshaft, its main bearings and journal, or its reducer ring and journal – technicians might be able to replace the scored components instead of the entire engine assembly.

Connecting Rods



In instances of minor scratching/scoring on the rod end caps or rod bearings, consider replacing only the scored components instead of the entire engine assembly.

Cylinder Bore

When reviewing the cylinder bores, check the following:

- If there's minor scratching/scoring on the cylinder wall (for example, if you can't snag a fingernail on the scratch), then the cylinder bore/engine block does not require replacement. If the piston is slightly scored, then replace the scored piston instead of the entire engine assembly. Also, some marks found at the top of the cylinder bore result from a manufacturing laser-honing process and do not require replacement of the cylinder block or engine.

- An out-of-round cylinder bore contains areas where the crosshatch is missing or worn from different sections of the cylinder bore. If there is crosshatch all the way around the bore from top to bottom, the cylinder bore is not out of round.
- In a compromised filtering system, dirt infiltration leads to grit in the intake runners, cylinder bores that look lightly sandblasted, and a faint crosshatch lacking sharpness.
- An engine block with bores that look to be sandblasted indicates a possible catalytic converter failure.

Piston

If there's minor scratching/scoring on the piston, check for broken and/or stuck rings and piston-ring lands and cylinder-wall damage. If there is no cylinder-wall damage or

other significant damage, technicians might be able to replace the necessary components (and not the entire engine assembly).

Oil Filter

In cases of suspected bearing failure, remove and inspect the oil filter for excessive debris and damaged pleats. This will indicate how much material is displaced through the engine and lubrication circuits. Excessive amounts of metal particles or damaged oil-filter pleats might show that unfiltered oil with bearing debris has been pumped into the oil-lubrication galleries throughout the engine, requiring further inspection to determine the degree of contamination and appropriate repair direction. ■



REPAIR Before REPLACE

Examining components can prevent unnecessary engine disposal



ENROLL WITH IT

As the calendar turns and goals are set for the new year, ACDelco Training is prepared to help service and body shop personnel improve their skills and strengthen their knowledge with a series of new courses for 2024. The variety of content delivered through several formats spans subjects ranging from electrical components to gas engines to online sites. Here are three such courses. ■

Course #:
BBC01021S (InShop)
Course Name:
ACDelco Training
Site Overview

This InShop training course provides shop owners, managers, technicians and other shop personnel with a familiarization of the ACDelco Learning Management System (LMS). An overview of the various features, benefits and functional characteristics of the site will be covered.

Course #:
SEL0401IS (InShop)
Course Name:
Batteries

This InShop seminar will focus on the ACDelco battery product line. Attending participants will be prepared to sell and support ACDelco-branded batteries. At a high level, discussion topics will include:

- Battery function, diagnostics, service and safe handling procedures
- ACDelco battery warranties
- Battery industry sales opportunities and tactics
- Marketing batteries

**2024 offers
new ACDelco
courses
and new
opportunities
to learn.**

This Instructor-Led Training course provides an overview of Gasoline Direct Injection (GDI) Fuel System designs, operation and servicing. Diagnosing and servicing of GDI fuel systems require an understanding of fuel delivery systems. This course covers the operation of gasoline high-pressure systems and low-pressure systems as related to the GDI system. Direct fuel injectors, fuel control systems, and combined direct and port fuel injection systems are addressed. Hands-on diagnosis and service procedures using scan tools and special tools required for servicing GDI systems will be performed.

Course #:
SEL0301IL (ILT)
Course Name:
Gasoline Direct
Injection

my GM Partner Perks Exclusive Member Offers

WINTER PRO PACK



my GM Partner Perks members can take advantage of exclusive rebates* in the amount of:

\$10 On the purchase of any GM Genuine Parts OE Radiator

\$5 On the purchase of any GM Genuine Parts OE Lock Actuator

\$2 On the purchase of any ACDelco Gold Battery

\$1.50 On the purchase of any ACDelco Antifreeze Gallon Container

\$1 On the purchase of any ACDelco Silver Battery

\$0.50 On the purchase of any ACDelco Oil Filter

+ EARN UP TO 4% BONUS REWARDS**
on all purchases and streamlined,
online rebate redemptions.

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CERTAINTY STARTS HERE.

*Online or mail-in rebate available only to Independent Service Centers, Body Shops, or Commercial Fleets with a U.S. mailing address enrolled in my GM Partner Perks by 3/31/24. 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 issued in the business name. Visit mygmpartnerperks.com or gmpartsrebates.com for complete details, eligible parts, and rebate form, which must be submitted by 4/15/24. Offers end 3/31/24. **Not available to Fleet members. Rebate amount depends on membership level and average monthly purchases during program period.