

SERVICE

IN SIGHTS

SUMMER 2024

*Service Repair News
From Your Parts Supplier*



2024 Buick
Envision Sport Touring

THE NEW 2024 BUICK ENVISION

Perks of
the Program

Identifying the
Real Thing

Heavy-Duty
Engine Launch

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Service Insights magazine is published quarterly by General Motors. Address all correspondence to *Insights* Magazine Editorial Offices, 3001 West Big Beaver Rd., Suite 608, Troy, MI 48084.

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Loyalty program offers realistic solutions to business challenges

Continuous improvement is always top of mind for service and repair shop management, especially when facing difficult issues.

Owners and managers often adjust their way of doing business to see positive change.

The my GM Partner Perks parts loyalty program works in the same manner. The program, which is available to enrolled shops that purchase GM Genuine Parts, ACDelco and Chevrolet Performance Parts, and Chevrolet, Buick, GMC and Cadillac Accessories, also strives to make ongoing changes to help business run smoothly.

In fact, a recent program change made quarterly trade rebates on parts purchases exclusive to my GM Partner Perks members – and now awards the rebates in points rather than Visa® prepaid gift cards.

Perks that

Awarding points instead of gift cards makes the process easier and faster, and it offers more flexibility to members – allowing them to use the points for a variety of purposes, from marketing materials and branded shop items to covering business expenses and purchasing retail gifts.

Insights reviewed the current program guidelines to find other ways my GM Partner Perks can help solve business problems for those who participate. Here's a look:

Business Challenge:

We have a basic website set up for our shop, but no one on staff feels confident in expanding it to meet our growing needs for an online presence.

Solution:

Members of my GM Partner Perks receive discounted services from companies that specialize in building customized websites and offering support in advertising, search engine optimization, analytics, scheduling, appointment reminders and more. There are also services available to help shops with social media presence and content.

Business Challenge:

We know GM Genuine Parts and ACDelco deliver quality OE and aftermarket parts, but how can we help customers understand that?

Solution:

There are many ways to inform customers about the level of quality and performance of OE parts, including point-of-sale and merchandising materials available to my GM Partner Perks members. Promotional kits, signs, posters, sell sheets, counter mats, display racks, branded shop items and merchandise, and more are accessible to members at minimal or no additional cost.

my GM
partnerperks

To find out more about how my GM Partner Perks can support your shop, scan the code, visit mygmpartnerperks.com or call the Program Support Center at 800-253-3428.



Business Challenge:

We're having a hard time finding experienced technicians and don't have time to train the new people we bring on board.

Solution:

my GM Partner Perks offers several ways to help boost your staff's knowledge. First, the program offers ACDelco training – including Web-Based Training, Instructor-Led

Training, Seminars, Video on Demand, In Shop Training and more – at a nominal price, or no cost, to members.

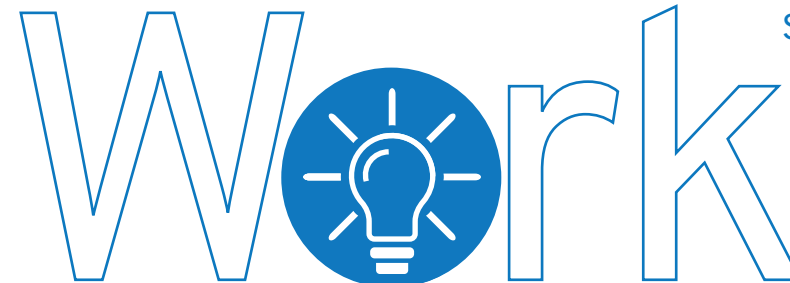
Discounted subscriptions to a number of repair resources, such as Service Information and Techline Connect, also assist in the bays with diagnostic information and repair-procedure details. Techs can also access the latest factory information for difficult repairs and Master Technician specialists for every make and model through a diagnostic hotline. Depending on the program level, up to three calls a month are free, and all members receive a discount. ■

Business Challenge:

The employees at our shop are great at what they do, but we don't have the budget to recognize them on special occasions or for going above and beyond.

Solution:

Keep morale high at your shop by using the points you earn through parts purchases toward retail shopping or gift cards to celebrate work anniversaries, birthdays or a job well-done. Points can be used to purchase shirts and hats, retail gift cards, travel or restaurant meals. You can also use points to cover business expenses, to participate in program services or to put toward the purchase of new tools or a GM vehicle, among other rewards.





HEAVY-DUTY HORSEPOWER

Two new engines from Chevrolet Performance Parts bring strength and capability

Chevrolet Performance Parts offers an exciting new option with the recent launch of a dynamic new powertrain.

Boasting 401 horsepower and 464 lb.-ft. of torque, the L8T represents the largest displacement engine in the LT family. The L8T is built to serve, with a forged steel crankshaft; a cast-iron, long-skirt cylinder block; and six-bolt, cross-bolted main caps.

The L8T crate package comes with everything except for the controller kit and Front-End Accessory Drive system, which must be ordered separately. Chevrolet Performance Parts offers these systems as engine-related accessories for vehicles with and without air-conditioning.

The package also includes an eight-bolt flex plate for automatic transmissions,

for which there are two options: a SuperMatic™ 6L80-E 6-speed or a 10L90-E 10-speed unit. Controller kits made to match the engine with each of the transmissions are available through Chevrolet Performance Parts as well. (For the 6L80-E transmissions, there are separate kits for 2024 and pre-2024 models.)

As an additional build option, Chevrolet



And There's More ...

For a little extra power, Chevrolet Performance Parts builds off the formidable L8T engine – the brand-new L8P, which produces 523 horsepower and 543 lb.-ft. of torque. The L8P offers the sturdy foundation of the L8T, but with a more performance-oriented valvetrain.

Principal among the changes are aluminum heads featuring unique valve springs and intake valves, and a special camshaft based on the Corvette Stingray's LT2 engine. These updates combine to provide added lift and duration to draw more air and fuel into the engine, increasing the overall power.

The L8P works exclusively with the 6L80-E 6-speed automatic transmission and, as with the L8T, requires that the Front-End Accessory Drive system and controller kits be ordered separately.

Performance Parts offers an L8T Long Block engine as a replacement option for the high-output, direct-injection 6.6L powerplant found in the 2500 HD and 3500 HD Chevy Silverado. The package includes the direct-injection cylinder heads and coil-on-plug ignition system. ■



LEARN MORE

Scan this QR code to learn more about the engines available through Chevrolet Performance Parts.

As a professional, you understand the importance of using high-quality, legitimate parts such as GM Original Equipment (OE) parts in your work. This not only helps ensure the safety of your customers and reliability of repairs, but also upholds your facility's reputation as a trusted source.

The scale of the counterfeit parts industry is staggering. Counterfeiting is a trillion-dollar business, and it's no surprise to say that, where there's a trusted brand, there's likely to be a counterfeiter close at hand.

But why care if it means saving a few dollars? "Counterfeit parts jeopardize lives and affect us all," says Bob Stewart, Global Brand Protection Manager for GM's Global Brand Protection team. In fact, counterfeit air bags are dangerous and have killed and injured vehicle occupants. NHTSA has stated replacement counterfeit air bags installed after an accident affect approximately .1% or about 250,000 U.S. pre-owned vehicles.

"Buying a counterfeit part to save on your customer's bottom line can put your

livelihood and your customer's safety on the line," Stewart says. "Buying your parts from an authorized parts distributor will help reduce any concerns you may have."

Some of the Most Commonly Counterfeited Parts

Maintenance and repair parts and high-volume items are frequently counterfeited. Parts are usually shipped separately and often in small packages, both in an attempt to avoid detection.

Here are just a few examples of what GM's Global Brand Protection team and

authorities have found counterfeited most frequently:

- Oil, fuel and air filters
- Emissions sensors
- Spark plugs and glow plugs
- Ignition coils
- Oxygen sensors
- Back-up sensors
- Air bags and air-bag component parts
- Tire pressure monitor sensors
- Key blanks and fobs ■

The best way to protect your business and your customers is to always buy products from your authorized and reputable sources.

Counterfeiting –



What you should know about fraudulent parts

Spotting a

FAKE

It isn't easy to recognize a counterfeit part. That's because the good counterfeiters work long and hard to fool consumers.

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

- **INSPECT THE PACKAGING** – Counterfeiters often use colors, artwork and fonts that resemble the real product on their packaging. Look for the size of the logo placement, the spacing of text on the box and the overall package size.
- **COMPARE PRICES** – If it seems too good to be true, it probably is. Considerable fluctuations in pricing from other available parts should make you suspicious.
- **AUTHENTICATE USING OUR SECURITY LABELS** – GM Genuine Parts or ACDelco parts have several security measures in their packaging, including a hologram and a QR code that connects you to a worldwide page so you can find the information no matter where you are.
- **INSIST ON GENUINE PARTS** – A visual inspection of the product may not be enough to distinguish genuine parts from fakes. Always insist on GM Genuine Parts or ACDelco parts and only purchase from authorized retailers. Materials that lead to long product life may not be included in counterfeit parts.

If you do suspect a part you have purchased is fake, or if you have information regarding counterfeit activities, you can contact the GM Global Brand Protection Team at gm_global_brand_protection@gm.com. ALL PERSONAL INFORMATION WILL REMAIN STRICTLY CONFIDENTIAL. Be sure to include as much information as possible, including detailed pictures of the part, packaging (including return address), invoice and receipt. Please do not dispose of the part and other materials, as they may require authentication. You should receive a response within five business days.



A Group Effort

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. More information about the A2C2 can be found at a2c2.com.



2024 Buick Envision Sport Touring

The Next Level of Luxury

THE 2024 BUICK ENVISION OFFERS PREMIUM TOUCHES, MODERN DESIGN

Buick makes a definitive statement with the introduction of the 2024 Envision. This premium compact SUV builds on the success of its predecessor, which celebrated its second-best retail sales year in the nameplate's history in 2023.

The 2024 Envision, which comes in Preferred, Sport Touring and Avenir trims, carries that momentum with a striking contemporary design, an impressive array of standard safety and driver-assistance features,¹ and functional and intuitive technology. The new Sport

Touring trim caters to customers seeking a touch of sportiness, enhancing the vehicle's appeal to a broader audience.

Sculptural Beauty

Even though the 2024 Envision has new styling, it may seem familiar to those who admired the Buick Wildcat EV concept² that was showcased on the auto show circuit recently.

This Envision features the Buick family of vehicles' new grille and front fascia, which



boasts the brand's updated, body-mounted emblem on a restyled hood, providing a fresh and modern exterior. The new "checkmark" LED headlamps and taillamps complement Buick's signature winged lighting motif. At the same time, the Wildcat-inspired sculpted rear fascia completes the Envision's transformation into a true embodiment of Buick's new design vision.

To round out the fresh styling, new 20-inch alloy wheels are standard on ST and Avenir trims, with 18-inch alloy wheels standard on Preferred.

Thoughtful Technology

Inside the 2024 Envision, the driver is met by a 30-inch diagonal, ultrawide display that stretches from the center console to the gauge cluster. This massive screen offers

customizable screens, allowing the driver to tailor the experience to their liking and switch between multiple widgets, such as navigation, vehicle information and infotainment options.

The vehicle's infotainment system features available Google built-in,³ which allows owners to reply to messages from their paired smartphones with Google Assistant, get directions with Google Maps, or download audiobooks, podcasts or music via Google Play. The infotainment experience is enhanced by a nine-speaker Bose® Premium audio system (standard on all trims) that provides clear, powerful sound no matter what type of media they are listening to.

Continued on next page >

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. The Wildcat EV is a concept vehicle only, not available for sale. 3. Google 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, Google Play, Android Auto and Google Maps are trademarks of Google LLC.



A Look Inside

Brains meet beauty as the interior technologies are wrapped in Envision's sweeping new design theme, which features bold color options such as Garnet with Ebony accents and Cool Gray with Slate Blue accents.

The redesigned dash presents a more tailored, upscale appearance with stitched seams, and the standard leather-wrapped steering wheel with angled buttons. A revamped center console helps create more space between the front seats.

The front and rear seats have been enhanced to provide a stylized yet comfortable experience. The 2024 Envision offers a cargo volume of a healthy

25.2 cu. ft. behind the rear seat and 52.7 cu. ft. when the rear seats are folded down, meaning it has great space for trips to the store or across the country.*

Riding in Style

Each 2024 Envision model has a 2.0L Turbo engine paired to a 9-speed automatic transmission, producing 228 horsepower and 258 lb-ft of torque. Additionally, each 2024 Envision model comes standard with an Active Twin-Clutch AWD system, which engages automatically and can seamlessly adapt to changing road conditions.

Envision offers a five-link front/rear suspension design across the lineup, and Avenir adds Continuous Damping Control technology as standard. Buick's



QuietTuning™ technology is also standard and helps reduce and block noise inside and out of the vehicle for a more peaceful ride.

The Sporting Life

The 2024 Envision offers three trim levels – the Preferred base model, the top-tier Avenir and, rounding out the lineup this year, the Sport Touring (ST). The mid-level ST trim offers a Carbon Flash Metallic finish and a High-Gloss Black center cap on its 20-inch alloy wheels. Inside, the ST features leather seating material with synthetic suede inserts and a darkened exterior design with gloss trim.



The ST features a standard flat-bottom, leather-wrapped steering wheel, alloy sports pedals, and distinctive ST badging that offers both refinement and an extra touch of athleticism.

The Avenir model features chrome accents, Pearl Nickel finish on its alloy wheels, and premium touches such as a massaging driver's seat, multicolor ambient interior lighting and dual-zone automatic climate control. ■



2024 Buick Envision Sport Touring

*With cargo area floor lowered and rear seats folded. Cargo and load capacity limited by weight and distribution.

Summer

LEARNING

Just like the weather, ACDelco training is heating up, with a varied and comprehensive curriculum designed to assist service and body shop personnel in improving their skills and strengthening their knowledge. Here are some new courses for 2024, representing a mix of instructor-led, web-based and video courses covering a number of different areas.

IN-PERSON

Course #: SBK0101IS

Course Name: Electronic Park Brake Systems

This Instructor-Led Training InShop provides an overview of the various electronic park brake systems installed on modern vehicles. Various Original Equipment Manufacturers' (OEMs') systems will be covered, including an overview of the operation, diagnosis and servicing of the systems.

Note: See the Brakes section of the ACDelco Training Course Catalog for a recommended path of courses (mostly web-based) that should be taken before enrolling in this course.



Course #: SSS0201SM

Course Name: Tire Pressure Monitoring Systems

This Instructor-Led Training Seminar covers Tire Pressure Monitoring Systems (TPMSs) installed on various vehicles. Both direct and indirect systems will be covered in detail, ensuring you have a thorough understanding of both. The course will also include federal regulation and repair-compliance requirements, providing a complete learning experience.

Additional topics include:

- Winter-/accessory-wheel fitment
- TPMS tools and parts
- Information resources

Course #: SEM0101SM

Course Name: Active and Dynamic Fuel Management

This training seminar covers fuel management systems installed on various vehicles. Active and Dynamic systems will be covered in detail, and content includes function and operation of cylinder deactivation systems. Additional topics cover the protocol for proper vehicle repairs, diagnostic strategies, service tips and special tools. Various Original Equipment Manufacturers (OEMs) will be highlighted during the training.

ONLINE COURSES

Course #: SAT0801VO

Course Name: 6L80 Functions and Features

This Video on Demand (VOD) training course, designed for experienced transmission service technicians, introduces the Hydra-Matic 6L80 6-speed transmission to the viewer. It will focus on procedures and techniques, introducing the transmission's key components and the special tools needed to service the 6L80.

Course #: SEL8501WB

Course Name: Body Electrical: Lighting Systems

This web-based training course covers GM vehicle lighting systems' characteristics, operation and diagnostics for exterior, interior and trailer lighting. Once completed, technicians will be able to identify and explain:

- Characteristics and operation associated with exterior and interior lights
- Characteristics and operation associated with trailer lamps
- Lighting diagnostic procedures

Course #: SAP0701WB

Course Name: Electric Vehicle Thermal Management System: Overview – Ultium

This course provides an overview of the 2023 Ultium Electric Vehicle thermal management system. Upon completion of this course, the technician will be able to recall fundamental features and components of the 2023 Ultium Electric Vehicle thermal management system. They will be able to recognize the purpose and benefits of the thermal management system, identify key components of the coolant system, recall its operation and identify key components of the refrigerant system. ■



ACDelco

Scan this code to learn about and enroll in ACDelco training courses.



Not



A/C condenser plug may be behind refrigerant issues



The Issue

A recent Service Information bulletin (SI Bulletin #18-NA-162) noted that some owners of select 2018 through 2024 Chevrolet Equinox and GMC Terrain models found their A/C wasn't functioning, with technicians finding the system was low or empty of refrigerant.

The Cause

The issue may be caused by refrigerant leaking from the A/C condenser plug.

The Correction

The issue can be addressed by:

- 1 Performing an A/C system leak test to verify the leak is coming from the A/C receiver and dehydrator plug. (Note: Refer to Leak Testing – Fluorescent Dye Method in SI.)
- 2 If a leak is coming from the A/C receiver and dehydrator plug, replace the plug. (Refer to Air-Conditioning Refrigerant Desiccant Replacement in SI.)
- 3 If refrigerant has been validated to be coming from the tank, replace the plug using a desiccant kit.
- 4 If no signs of leaking have been found, refer to SI for further diagnostics.

Note: When replacing the A/C receiver and dehydrator plug, apply a light coating of polyalkylene glycol oil to the O-rings before installing the plug into the condenser. ■

CAUTION

DO NOT open the A/C system until the replacement part is at the shop. The A/C desiccant must be replaced if the refrigerant system has been open to the atmosphere for more than four hours, or if the A/C refrigerant has been contaminated. Failure to replace the A/C desiccant will damage the refrigerant system.

An Illuminating Option

Shed Light on the Value of Remanufactured Headlamps

With the introduction of GM Remanufactured Headlamps, there's now an alternative that offers a wide variety of benefits. Designed, engineered, tested and backed by General Motors to match the same standards as its vehicles' original lighting, Remanufactured Headlamps are a cost-effective way to achieve the high standards customers have come to expect from GM Genuine Parts while reducing the amount of waste that would have ended up in a landfill.



Visit gmparts.com/parts/body for more information about General Motors' full line of replacement and remanufactured headlamps.

They are available for owners of select 2016-19 Silverado and select 2018-20 Equinox models, although GM plans to expand the offerings for replacement

remanufactured headlamps and taillights for additional Chevrolet, Buick, GMC and Cadillac vehicles. Each headlamp includes a new lens and remanufactured housing to help ensure OE quality and appearance. This helps meet OE performance standards for brightness and illumination and ensures factory mounting.

GM Remanufactured Headlamps also must pass more than 65 electrical and mechanical tests to meet GM's high quality and durability standards as well as federal law. These tests examine areas such as brightness, aim, lumens, weatherability and accelerated life. All GM Remanufactured Headlamps are backed by a 24-month/unlimited-mile warranty.* ■

*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.

Misalignment issues with transfer case may cause noise, vibration and harshness issues

SHIFT INTO PLACE

The Issue

A recent bulletin from Service Information (#21-NA-120) noted that on select 2020 through 2024 Silverado 2500 HD/3500 HD and Sierra 2500 HD/3500 HD models, technicians noticed one of the following conditions during a coastdown event after the transfer case was removed from the transmission and then reinstalled after a repair:

- Harsh downshift
- Noise issues, including a “clunk” sound
- Vibration

The Cause

A misalignment between the transmission output shaft and the transfer case input may be causing the transfer case shift collar to slip out of engagement.

The Correction

The issue can be addressed by doing the following:

- 1 Connect the GDS Scan Tool and monitor transmission-shift data.
- 2 Drive the vehicle while monitoring transmission-shift data to determine whether the issues occur during the downshift or during the deceleration event.
 - If determined that the harshness/noise/vibration DOES NOT occur at a transmission downshift or shift point, follow published Service Information instructions for Transfer Case Assembly Replacement (with MGM, MGU or MKM Automatic Transmission).

Note: The transfer case doesn't need to be completely removed from the vehicle. The attaching bolts must be loosened to allow the transfer case to be separated from the transmission, but no more than an inch. See Bulletin #21-NA-120 for more information.

- 3 If the harshness/noise/vibration occurs during a transmission downshift or shift point, refer to SI for further diagnostics. ■

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Exclusive Member Offers

SUMMER PRO PACK

STARTING JULY 2024 – MY GM PARTNER PERKS REBATES ARE NOW REWARDS POINTS.

Receive my GM Partner Perks Rewards Points from exclusive online rebates* in the amount of:

50 Points on any GM Genuine Parts Remanufactured Headlamp

30 Points on any GM Genuine Parts Windshield

12 Points on any ACDelco OE or Gold Starter
Points on any ACDelco OE or Gold Alternator

10 Points on any ACDelco OE Fuel Pump

2 Points on any ACDelco Gold Battery

1 Point on any ACDelco Silver Battery
Point on any ACDelco Oil Quart or Gallon

Not a member? Start earning today by enrolling in the my GM Partner Perks Program at mygmpartnerperks.com. Visit gmparts.com for more information.

CERTAINTY STARTS HERE.

*1 point can be redeemed to receive \$1 in purchasing value with my GM Partner Perks. Online 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 9/30/2024. Limit 15 rebates per part category per business. Not available with some other offers. Government and municipal fleets are excluded. Allow 5 to 6 weeks from promotion end date for delivery of my GM Partner Perks Rewards Points. Visit your my GM Partner Perks dashboard for complete details. Purchases must be approved by 10/31/24. Offers end 9/30/24. GM has the right to alter or cancel promotions.