GM Introduces New Loan Tool Program for Special Tools

In response to dealership surveys regarding special tool cost and availability, GM is announcing a new Loan Tool Program (LTP) to augment the U.S. Essential Tool Program. The Loan Tool Program does not replace essential tool shipments. However, it does provide a cost-effective alternative to required purchases of high cost and/or infrequently used special tools.

The Loan Tool Program will allow dealerships to request a special tool through the GM Special Tools Website.

**TIP:** Dealerships must access the website through the GlobalConnect link in order to enable the Loan Tool button.

The loan tool will be shipped to the dealership via UPS 2-day ground (overnight shipping is available by request at an additional charge) and then, after five days of use, the dealership returns the tool to the central distribution warehouse in Romeoville, IL.

The Loan Tool Program will be coordinated and managed by Bosch Automotive Service Solutions. The LTP is dealer-funded by all U.S. dealerships through an annual subscription fee of $698 (billed through the
TechLink Survey Results

The recent TechLink reader survey asked technicians and other dealership personnel to provide their input about a wide range of topics on TechLink, from the latest diagnostic information to Techline programming and special tools coverage.

The purpose of the survey was to collect feedback on technician satisfaction and to gain a better understanding about the features of TechLink that you find useful. The survey asked readers to rate their satisfaction regarding the coverage of service news, new model features, technical information, bulletin repairs, and programming.

Here are the results of the reader survey.

A majority of readers rated the coverage of service news and repair information as excellent (50 percent) or good (45 percent). Our continuing goal at TechLink is to always provide the very latest GM service news affecting dealership technicians.

The coverage of features and repairs on new models was rated excellent (49 percent) or good (45 percent).

Readers also rated their satisfaction as excellent (46 percent) or good (45 percent) with the coverage of technical information about how systems/components work.

The coverage of specific repairs from Bulletins and Preliminary Information was rated as excellent (48 percent) or good (44 percent).

The coverage of programming and other Techline information was rated as excellent (40 percent) or good (49 percent) by a majority of readers.

Regarding the suggestions for which topics should be covered more in TechLink, new model information (29 percent) received the most votes. It was followed by programming (23 percent) and basic repair information (24 percent). A smaller percentage of readers requested more special tool coverage (15 percent).

The technical subjects that readers would like to see more coverage on included electronics/electrical repairs (35 percent), infotainment and connectivity (28 percent), powertrain (21 percent) and brakes, suspension and steering, including new safety features, (12 percent). Look for more on these topics in the future.

Two new features on the website are the Resources and Essential Tools sections. 45 percent of readers said they use these features. However, 39 percent said they didn’t know there were Resources and Essential Tools sections. These sections are at the bottom of the home page and include useful information on topics such as terminal and wiring repairs and recently released special tools.

Overall, 94 percent of readers rated their satisfaction with the coverage and information found on TechLink as excellent or good. But our goal is one of continuous improvement. So we’re working to make TechLink better, with more timely news and in-depth information.

If you have any suggestions for us, click the What Would You Like to See? link on the right side of the TechLink home page. Thanks for your input.

Thanks to Lisa Scott

Techline News

New Techline Data Service FAQs

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How do you know TDS is deployed at the dealership?

Once TDS has been deployed at your dealership, an administrative message will be sent stating that it’s ready to load. Also, a new TDS tab in TIS2Web will appear for launching the installer. In Canada, dealerships will receive a GlobalConnect message.

Are there TDS installation instructions?

Installation instructions are included with the activation. Make sure to launch the installer only on the PC that will be used as the TDS storage machine. (Refer to TIS2Web for complete instructions.)

Are all dealerships required to participate?

Technically, no. Use of TDS is optional, but the time saved by using the application is significant.

Will our dealership continue to receive the Techline Cache DVDs? Should we save the discs after TDS is set up?

Once the TDS rollout is completed, Techline Cache discs will be discontinued. TDS takes the place of the discs. There will be no need to save the discs; you may recycle them accordingly.

If we don’t have a PC to load TDS, is there a recommendation to follow?

Check the GM Dealership PC Infrastructure Guidelines if purchasing a new computer. A desktop unit is recommended since it will be dedicated and left on to receive the calibration files. To purchase a TDS-certified computer, visit www.gmdesolutions.com. In Canada, refer to the GM Techline IT Guidelines.

Can a server be used instead of a desktop PC?

No, the computer must fall within the dealership guidelines to receive support from the Techline Customer Support Center (TCSC). Servers do not qualify.

Can TDS be loaded on a PC that’s used with other Techline applications?

although possible, it’s not recommended. The application will need to stay powered on to receive calibration files continuously.

What happens to the dealership’s programming capability if the TDS PC becomes inoperable?

Calibrations can still be downloaded via the Internet through TIS2Web at the time of the programming event. This could significantly increase programming time and may increase the probability of download failure due to local network conditions.

Thanks to Chris Henley
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1. Dealership contacts Bosch via the GlobalConnect link to the GM Special Tools website. Once on the site, select the Loan Tools feature and enter the desired tool number in the Search box. If the desired tool is available for loan, select the Loan cart button to initiate the transaction.

2. Fill out the request form and click Place Loan Request.

3. Bosch processes the loan tool request and ships the tool. 2-day shipping is included in the program (an overnight shipping option is an extra charge calculated at check-out).

4. Dealership has use of the tool for five days and then returns the tool using the instructions and label provided. The loan tool requestor will receive two email messages from Bosch as reminders to return the tool. (Incomplete or unreturned tools will be charged to the dealership at a rate of 3x the retail price of the tool.)

5. Bosch receives the returned loan tool, verifies its functionality, and places it back in the loan tool inventory.

For additional information about the Loan Tool Program, email gmloanertools@servicesolutions.com or contact Chuck Berecz (charles.berecz@gm.com).

Thanks to Chuck Berecz
Find Your Way: Navigation Map Update

A new map update is now available for navigation systems (RPO UGY or UGX) on 2013-2014 Enclave, Traverse and Acadia. The update is performed using a VIN-specific encrypted USB stick.

This is a customer-purchased map update. Refer to #PI1516 for VIN-specific USB stick pricing and ordering information.

Before installing the update, confirm the current map version by scrolling down to Data Software under Navigation Settings. The current version should be Part Number 23129307 and the Revision version is 2012Q1. If the Revision version number is 2013Q2, the update has already been installed.

The update takes approximately 90 minutes to complete. Install the EL-49642 SPS Programming Support Tool to maintain system voltage.

Update the Map

To install the map update, insert the VIN-specific USB stick and select Update on the Product Update Detected screen. If a selection is not made in time, the screen will time out. If this occurs, remove the USB drive and reinsert it.

Once the Update screen button is selected and the update begins, keep the vehicle in Park and do not remove the USB stick. During the update process, the system will transition through several stages. No manual prompts are necessary.

When the update is completed, the navigation system will restart. To confirm that the installation was successful, revisit Data Software under Navigation Settings and check that the Revision version has changed to 2013Q2.

After the map update installation, favorites such as POIs, destinations and radio station presets will reset to the factory default.

**TIP:** Dispose of the USB stick as it should’t be used again. If the USB stick is reinstalled and the update is selected, the process will begin again and cannot be interrupted.

Thanks to Dan Hrodey

Sound from Steering when Driving over Bumps

When installing the Illuminated Front Grille Bowtie (part number 23380121) as part of the Body Emblem Package accessory kit (part number 23461744) on the 2016 Camaro, be sure the jumper harness is plugged into the correct connector. If the incorrect connector is used, the bowtie will not illuminate.

Following the installation instructions, use the harness that is provided in the kit and plug it into the right-hand (RH) Daytime Running Lamps (DRL) connector. Disconnect the front fascia harness connector from the RH DRL lamp and connect it into the mating end of the jumper harness connector. Connect the other end of the jumper harness connector into the RH DRL lamp.

If the accessory harness is plugged into the side marker light, which uses the same style connector, instead of the DRL connector, the bowtie will not illuminate.

Thanks to Matt Singer
Wireless Charging Testing on the 2016 Volt

Inductive charging, or wireless charging, uses a magnetic field to transfer energy between two objects. For mobile device charging on the 2016 Volt, the wireless charger pocket in the center console storage compartment has an induction coil to create an alternating magnetic field. A second induction coil in the compatible mobile device takes power from the magnetic field and converts it back into electric current to charge the battery. The two induction coils in proximity work similarly to an electrical transformer. When a wireless charging device is placed in the charging pocket, the charging of the device battery will start.

The Mobile Device Wireless Charger Module is controlled by an ignition operated relay and is operational when the ignition is in the Accessory or On position. The Body Control Module detects the device battery is charging and sends a serial data message to the Info Display Module to illuminate the charge indicator.

Before testing the wireless charger, verify the following:
- The mobile device can be charged with the proper wireless charging adapter
- The charging pocket is free from any foreign objects that may impede charging
- The mobile device is positioned correctly in the charging pocket with the device screen facing the rear of the vehicle

**Inductive Charging Test Tool**

The EL-51755 Inductive Charging Test Tool can be used to verify system operation. When using the test tool on the 2016 Volt, do not insert the tool to the very bottom of the charging pocket.

The test tool will perform correctly if the edge of the tool (where the lanyard is attached) is positioned approximately 1/4-inch (6.4 mm) above the lip of the rubber sleeve surrounding the pocket. The supplied lanyard can be used to suspend the tool at this position.

The test tool also should be reasonably centered in the pocket to align with the vehicle sensor and it should rest against the pocket wall. There is no need to remove the rubber sleeve from the pocket for testing.

With the test tool turned on and properly positioned, the operation of the charging system can be verified. If the tool’s wireless charging indicator is on, the system is operating properly and the charging concern may be caused by an incompatible or defective mobile device. If the charging indicator is off, continue diagnosis using the appropriate Service Information.

To complete the test successfully, the procedure may need to be repeated five times. Between each attempt, remove the tool and wait 2 seconds.

Thanks to Bob Sredzinski

GM TechLink on the Web: GM GlobalConnect

General Motors service tips are intended for use by professional technicians, not a “do-it-yourselfer.” They are written to inform those technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions and know-how to do a job properly and safely. If a condition is described, do not assume that the information applies to your vehicle or that your vehicle will have that condition. See a General Motors dealer servicing your brand of General Motors vehicle for information on whether your vehicle may benefit from the information. Inclusion in this publication is not necessarily an endorsement of the individual or the company.

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Complimentary Transport for CT6 Aluminum Repairs

The 2016 Cadillac CT6 features an aluminum-intensive body structure. The all-new architecture has a mixed-material structure with all-aluminum exterior body panels and 13 high-pressure aluminum die castings in the lower body construction. The result is a vehicle that is approximately 218 lbs. (99 kg) lighter than a comparable vehicle using predominantly high-strength steel.

Any structural repairs on the CT6 should be performed at a Cadillac Aluminum Repair Network (CARN) center. These are approved facilities that offer specially trained personnel along with the proper equipment and tools to best restore the unit to pre-collision condition.

To deliver these vehicles to a CARN center, there is a new complimentary transport program. GM offers an administrative allowance to dealerships that inspect a vehicle and use the Cadillac Collision Transport Center to arrange transport on a customer’s behalf.

CT6 customers who have been in an accident should first contact Cadillac Roadside Assistance and have their vehicle towed to their local Cadillac dealership.

If the vehicle requires aluminum structural repair, dealerships must contact the Cadillac Collision Transport Center at 1-877-798-2989 to arrange transport of the vehicle to the nearest CARN facility. This number is for dealerships only.

When making the call, dealership personnel should be prepared to provide the following:

- BAC
- Dealership name and contact person
- VIN
- Customer name and contact information
- Location and condition of the vehicle

There is no charge to customers within the first four years/50,000 miles of ownership, whichever comes first. Dealership-owned inventory units are not eligible for complimentary transport.

Thanks to Robert Thiede

Steering Gear Preload Adjustment

The steering may feel loose or have excessive play on some 2016 Silverado 2500/3500 and Sierra 2500/3500 models equipped with Digital Steering Assist (RPO NV8). This condition may be caused by an incorrect Pitman Shaft Over-Center Preload Adjustment. Do not replace the steering gear.

There is a new Steering Gear Pitman Over-Center Preload Adjustment procedure. Refer to #PIT5501 for additional details. Here are some highlights.

The procedure involves centering the steering gear input shaft. By extending the steering gear pitman shaft lash adjuster screw, the steering gear input shaft can be rotated stop-to-stop. Count the number of turns. Starting at either stop, turn the steering gear input shaft back half the total number of turns to center the shaft. The flat on the steering gear input shaft faces upward and is parallel with the steering gear side cover when the shaft is centered.

Next, rotate the steering gear input shaft 300 degrees from each side of the center of the input shaft using a torque wrench. It must rotate smoothly and not stick or bind. Record the average turning torque. This is the off-center friction torque, which must be 0.4 to 1.1 Nm (4 to 10 in.-lbs.). If the torque is out of this range, replace the steering gear assembly.

To adjust the over-center preload torque, center the steering gear input shaft again. Using a torque wrench on the input shaft with the handle in the vertical position, rotate the shaft 45 degrees from each side of center. Adjust the lash adjuster screw until the over-center preload torque is 0.65 to 1.1 Nm (6 to 10 in.-lbs.) above the off-center friction torque recorded earlier.

For example, if the recorded value was 0.8 Nm (7 in.-lbs.), then adjust the lash adjuster screw until the over-center preload torque is between 1.45 to 1.9 Nm (13 to 17 in.-lbs.).

Tighten the steering gear pitman shaft lash adjuster nut. Prevent the steering gear pitman shaft lash adjuster screw from turning while tightening the nut.

Thanks to Jim Will