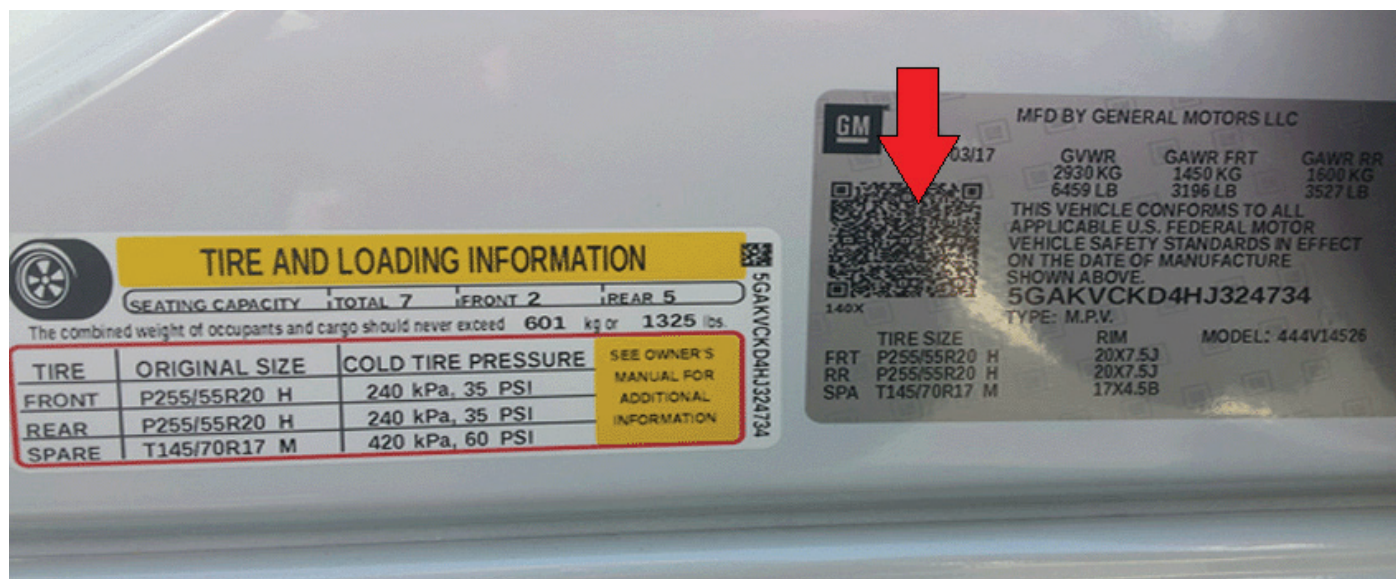


SPID Label Content Now Included with Certification Label



Certification label with new QR code

The Service Parts Identification (SPID) label, often located in the trunk or glovebox of a vehicle, lists a vehicle's VIN, RPO codes and other information that identify the content of the vehicle. Beginning with the 2018 model year, much of this information will be available through a QR code on the Certification label on all Buick, Cadillac, Chevrolet and GMC models. The change will be phased in over the next several months.

The two-dimensional QR code is a simple barcode that offers the former SPID information in a digital format. The Certification label on all GM models is located on the driver-side B pillar, with the exception of the Corvette where it's on the driver's door.

QR Code

Software to read the QR code is commonly available for any Android, iPhone or Windows smartphone. Many basic applications can be downloaded for free. Tested QR code readers that are easy to use include NeoReader by NM LLC, i-nigma by 3GVision, QR Scanner by Honestly App, QR Droid by DroidLa and Bar-Code by PW2. GM does not recommend any particular software.

Once the QR code is scanned, the vehicle information will appear in the following order: VIN, Model Year, Model, Build Month, Year, Engineering Book,

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Customer Care and Aftersales

SPID Label Content Now Included with Certification Label – continued from page 1

Vehicle Order Number, 3 Digit RPO Codes sorted alphanumerically, and the Paint Code (same code appears in the lower left of the QR code).

For example, here's the information from a scanned QR code:

1GNKVGKD1HJ263691,2017,CV14526,0
3,16,17,TSNWHZ, **AG5 AH5 AR9 AXP**
AYQ C67 DLT DS3 EF7 FE2 GZW IPC
I17 JL9 LLT MAH M7X NP5 NT7 QD6
QLW TB4 UI2 UQF U2K V8D WMH X88
1LT 17U 5PK 6AB 7AB 8UM 83C 83I
9UM,636R, , , ,

The RPO codes are bolded above, but not in the actual information. The codes are separated by a space. Up to 48 RPO codes may be displayed. RPO descriptions can be found in the appropriate Service Information under General Information.

If the vehicle information needs to be retained for service records or shared with others, most scanner software also has a selection to email the data.

📧 Thanks to Lisa Scott



The scanned data can be shared via email.

Proper Oil Filter Use on the 1.4L Engine

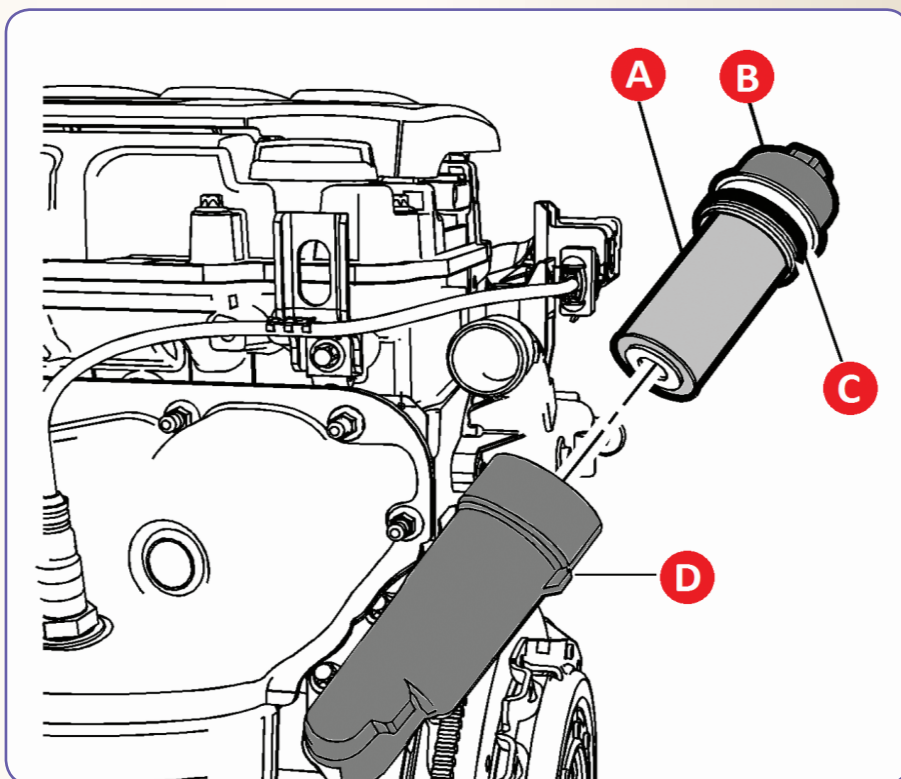
The 1.4L turbocharged engine (RPO LUV) available in 2013-2018 Encore, 2016 Cruze (VIN P), 2013-2015 Cruze, and 2013-2018 Sonic and Trax models uses two different oil filters. It's important to correctly identify and use the correct oil filter for the engine.

Two different suppliers provide the oil filter housing assembly for the 1.4L engine. Each housing assembly requires a different oil filter. The correct oil filter must be used based on the oil filter housing assembly application.

Use the VIN to identify the correct vehicle in the electronic parts catalog (EPC). For part number and usage, see Filter Kit, Oil in Group 01.836 in the EPC.

TIP: Install a new oil filter cap seal ring at each oil change. Ensure the oil filter cap is completely seated on the oil filter housing assembly. If not completely seated, an oil leak may occur. Do not overtorque the oil filter cap.

📧 Thanks to Jeff Kropp



- A. Oil filter element
- B. Oil filter cap
- C. Oil filter cap seal ring
- D. Oil filter housing assembly

Programming a Replacement OnStar Module

If the OnStar module is replaced in a 2009-2018 Buick, Cadillac, Chevrolet or GMC model, several conditions may occur if the module is not properly programmed or activated. These conditions may include a red LED illuminating, no Wi-Fi operation (Mobile Internet Connectivity RPO VV4 only) and limited OnStar module functionality occurring shortly after replacing the module.

TIP: Depending on model and model year, the OnStar module also may be identified in the Service Information, TIS2Web, the parts catalog, or a scan tool as the Vehicle Communication Interface Module (VCIM), Communication Interface Module, Telematics Communication Interface Control Module, or OnStar Vehicle Interface Unit (VIU).

Review every step of the Communication Interface Module Programming and Setup procedure in the appropriate Service Information to ensure all steps were completed.

If there is any question about the proper operation of the OnStar module, press the blue OnStar button to call OnStar. If OnStar confirms incomplete programming or activation, perform the Communication Interface Module Programming and Setup procedure again from the beginning without skipping any steps and then re-evaluate the concern.

Programming and Setup Tips

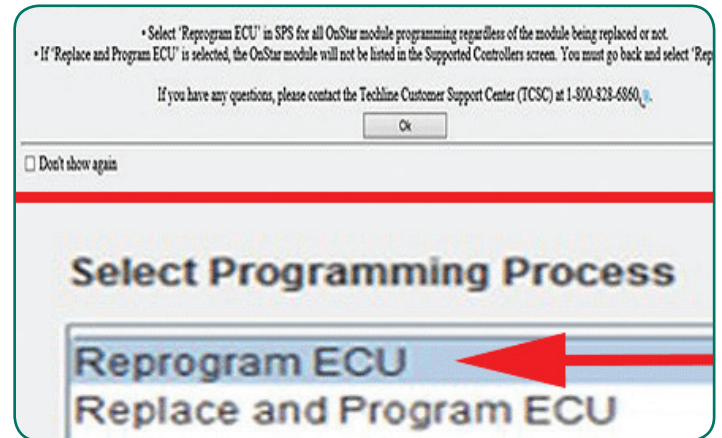
While all steps in the programming and setup procedure are important, the following items must be followed to ensure proper operation of the replacement OnStar module.

- All replacement OnStar modules require TIS2Web programming. Complete every step of the Communication Interface Module Programming and Setup procedure.
- U.S. dealerships should not select the TIS2Web selection that refers to Canadian upgrade bulletin #15-08-44-001 on a vehicle that has not had the Canadian upgrade performed. Programming and Service Activation should be selected.
- From the SPS Supported Controllers screen, select Programming and Service Activation. Do not select an incorrect option that does not apply to the vehicle (e.g. Export, Only for RPO XXX, etc.).
- Select the Reprogram ECU option at the start of TIS2Web programming. Do not select the Replace and Reprogram ECU option.
- Do not select the OnStar Wi-Fi Enable (Gen 10 only) Programming procedure until the TIS2Web Programming and Service Activation procedure has been completed (RPO VV4 only).
- Press the blue OnStar button to call OnStar and confirm proper operation once the TIS2Web Programming and Service Activation procedure has been completed if required in the Communication Interface Module Programming and Setup procedure. To ensure that OnStar receives everything from TIS2Web needed to confirm proper operation, wait at least five minutes with the vehicle in an area with a clear view of the sky before pressing the blue OnStar button.

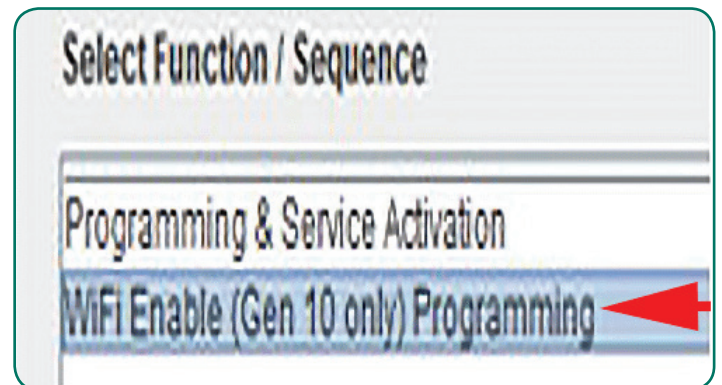
🗣️ Thanks to Jamie Parkhurst



Do not select Canada bulletin programming.



Select Reprogram ECU when launching TIS2Web.



Do not select OnStar Enable Programming until after Programming and Service Activation is completed.



Press the blue OnStar button to confirm proper operation after programming if required in the Service Information procedure.

Mark of Excellence Q3 Test on Center of Learning

The Q3 (3rd quarter) Mark of Excellence Product Knowledge Test (U.S.) for technicians is available now on the Center of Learning website at www.centerlearning.com. Each of the four quarterly tests measure technicians' knowledge of GM products. Questions are based on GM training, Service Information, Service bulletins and other resources.

Technicians who complete the Q3 test by July 28, 2017, with a score of 80% or better, will earn 50 bonus points towards their year-end recognition award. The Q1 and Q2 tests also can still be completed.

TIP: Tests are not part of a technician's training path, but are listed separately under Mark of Excellence Product Knowledge Tests. The Q3 test can be found on the Center of Learning website under Course Catalog > Course Number Search: 30017.03P.

Technicians earn a quarterly drawing entry for successfully completing (80% or better) the Mark of Excellence Product Knowledge Tests. 10 technicians per zone will be selected by random drawing to receive 250 earnPOWER points.

In addition, technicians who successfully complete all four Product Knowledge Tests will receive an apparel item at year end.

Mark of Excellence Awards

The 2017 Mark of Excellence Program recognizes the top service technicians at GM dealerships for their achievements in technical training, product knowledge, customer satisfaction and outstanding years of service.

Awards available to technicians through the Mark of Excellence Program include:

- Toolbox Medallion – complete a minimum of four Gold Level Certifications
- 500 earnPOWER points – achieve one Master Certification and 65% dealer-level MPVI
- Top Zone Ranking – potential to earn additional earnPOWER points as well as the opportunity for a technician and guest to attend a zone banquet (top 20 technicians per zone)
- Top National Ranking – Top 50 technicians nationally earn the national travel award for a 3-day/2-night trip to Detroit

The 2016 national winners were recently recognized in the June edition of the Automotive News' Fixed Ops Journal.

🙏 Thanks to Diana Sancya



Certified Service

**A MARK OF EXCELLENCE FOR THEM.
A NEW BENCHMARK FOR YOU.**

The GM Mark of Excellence Recognition Program is proud to announce the 2016 GM National Service Technician Award winners. General Motors recognizes top dealership service technicians for technical training, product knowledge, customer satisfaction score, and their outstanding years of service.

CHARLIE ABELL
Fitzgerald Chevrolet
Fitzgerald Cadillac
Frederick, MD

CRAIG ADKINS
Newby Buick GMC
Saint George, UT

DALE ALLEN
Dan Robin Buick GMC
Columbus, OH

DAVID ALVAREZ
Hedrick's Chevrolet
Clovis, CA

MICHAEL ARMSTRONG
Lenzen Chevrolet Buick
Chaska, MN

CHRIS BATTLES
R M Burritt Motors
Oswego, NY

STEVEN BOLLING
Marketplace Chevrolet Buick
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JASON BORDEAUX
Jeff Gordon Chevrolet
Wilmington, NC

HORST BOURNE
Voss Chevrolet
Centerville, OH

JEFF BRINSON
Trent Cadillac
New Bern, NC

JEFF BRUBAKER
Jim Crivelli Chevrolet
McKees Rocks, PA

TIM BRUESEKE
Weber Chevrolet
Creve Coeur, MO

DARRYL CLAPP
Brookings Auto Mall
Brookings, SD

GARY DICKENS
Williamson Cadillac
Miami, FL

TED DONNON
Faulkner Buick GMC
West Chester, PA

ED DUTCHER
North Bay Buick GMC
North Bay Cadillac
Roslyn, NY

KEVIN EHRHARDT
Herculeanum, MO

DAN FRANCIS
Sapaugh Motors
Herculeanum, MO

DONALD FREED
Jim Crivelli Chevrolet
McKees Rocks, PA

BEN FREEMAN
Burns Buick GMC
Marlton, NJ

SAM GRAYSON
Kenny Kent Chevrolet
Evansville, IN

JOE GRILLON
Boyd Chevrolet
Hendersonville, NC

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McLaughlin Cadillac
Moline, IL

RICHARD GUZIK
Northpointe Chevrolet
Northpointe Cadillac
Seneca, PA

RON HANNA
Boyle Buick GMC
Arlington, MD

JERRY HANSON
Silverthorne Chevrolet
Buick GMC
Robinson, IL

EDWIN HENDERSON
Jim Ellis Chevrolet
Chamblee, GA

BRIAN HEWITTE
Dale Earnhardt Chevrolet
Newton, NC

WILLIAM HURRELBRINK
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Northpointe Cadillac
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Great Neck, NY

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Dale Chevrolet Buick
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RICHARD POSTON
Hilton Head Buick GMC
Hilton Head Cadillac
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Redding, CA

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Buick GMC
Columbia, MO

GEORGE READ
Hendrick Buick GMC
Hendrick Cadillac
Cary, NC

GARY REYNOLDS
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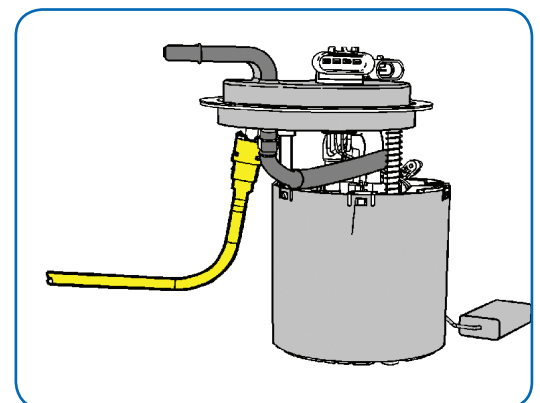
Lack of Performance in High Ambient Temperatures

Some 2013-2017 GM models may have a lack of performance in excessively hot and sustained ambient temperatures over 100° F (37.7° C) due to vapor buildup in the fuel feed line. DTCs P2635 (Fuel Pump Flow Performance) and P018B (Fuel Pressure Sensor Performance) may be set.

If the vehicle has not had a fuel pump replaced, refer to #PIP5411 for additional diagnostic information. It may be necessary to replace the fuel tank fuel pump module assembly.

If the vehicle has had a fuel pump replaced, advise owners to use fuels with an octane rating higher than 91 and to refrain from periods of extending idling, if possible.

🙏 Thanks to Richard Renshaw



Fuel pump module

Fuel Odor or Leak from Underhood Fuel Feed Pipes

A fuel odor or fuel leak in the front of the vehicle may be noticed on some 2016-2017 CTS, Camaro; 2015-2017 Escalade/ESV, Tahoe/Suburban, Yukon/XL, and Corvette models equipped with a V8 engine (RPOs LT1, LT4, L83, L86) and 2014 Silverado 1500 and Sierra 1500 models equipped with a V6 or V8 engine (RPOs LV1, LV3, L83, L86). A fuel leak may be found around the bellhousing or valve lifter oil manifold (VLOM).

In addition, the vehicle may be hard to start, have poor fuel economy, or a wet underhood foam insulator.

These conditions may be caused by a fuel leak at one of the high pressure fuel rail pipe connections that was incorrectly installed during service of another engine component that required the fuel system to be opened, such as fuel rails, fuel injectors, high pressure fuel pump, etc.

TIP: The engine fuel feed intermediate pipes must be replaced during any service repairs that require one or more of the pipes to be loosened or removed.

If any of these conditions are found, find the fuel leak by installing dye, P/N 88861206 (in Canada, P/N 88861259), into the fuel system via the fuel filler neck. Idle the engine for 15 minutes and then remove the intake manifold and inspect for leaks.

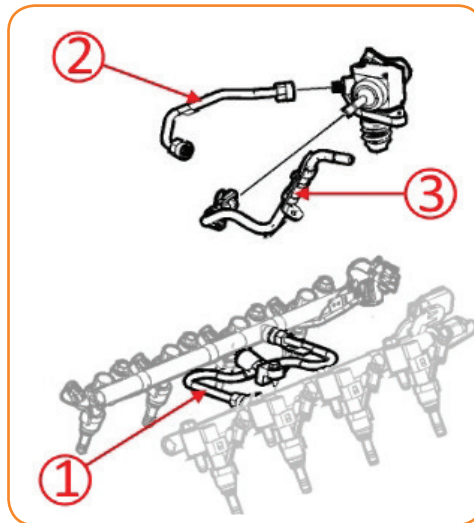
Tightening a nut is not an approved procedure. If a leak is found at any nut location, follow these procedures:

- Leak in pipe 2 – change only pipe 2 (intermediate pipe 2)
- Leak in pipe 1 – change pipe 1 and pipe 2 (intermediate pipe 1 and 2)
- Leak in pipe 3 – change only pipe 3 (fuel feed pipe).

Ensure that all interfaces are clean and free of debris before installing. After installing the new pipes, idle the engine for three minutes and recheck for leaks.

Replace the engine insulator if it absorbed fuel or emits a fuel odor.

🙏 Thanks to Tracy Lucas



1. Fuel feed intermediate pipe
2. Fuel feed intermediate pipe
3. Fuel feed pipe

Service Know-How

10217.07V Emerging Issues – July 13, 2017

The latest service topics from Brand Quality and Engineering are reviewed, including a closer look at the new 2018 Camaro ZL1 1LE and timing chain removal and installation on the 3.6L LGX engine.

To view Emerging Issues seminars:

- Log in to www.centerlearning.com
 - Select Resources > Video on Demand > GM STC > Search Videos; or
 - Select Catalog to search for the course number, and then select View > Take or Continue Course



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