

## Get Real-Time Feedback with the TAC Dealer Case Management System

Dealer Case Management :: American Chevrolet

HOME VOICE OF CUSTOMER CUSTOMER ASSISTANCE TECHNICAL ASSISTANCE

CASES

Technical Assistance

Filter By

Case Status  
Case #  
Created By  
Repair Order  
VIN  
Case Days Open

Print

New TAC Case

| Case Status | Case #     | Created By    | Repair Order | VIN               | Date Created | Case Days Open | Case Last Updated |
|-------------|------------|---------------|--------------|-------------------|--------------|----------------|-------------------|
| Open        | 8-94373254 | John Haley    | 36017696     |                   | 07/07/2017   | 5              | 07/07/2017        |
| Open        | 8-93420921 | Jack Smith    | 36017696     | KL4CJASB0DB054... | 06/21/2017   | 21             |                   |
| Open        | 8-92852450 | Wade Boggs    | 36017696     | KL4CJASB0DB054... | 04/17/2017   | 86             |                   |
| Open        | 8-78235203 | Steven Harris |              | KL4CJASB0DB054... | 02/20/2017   | 142            |                   |
| Open        | 8-78235168 | Steven Harris |              | KL4CJASB0DB054... | 02/20/2017   | 142            |                   |
| Open        | 8-78235136 | Steven Harris |              | KL4CJASB0DB054... | 02/20/2017   | 142            |                   |
| Open        | 8-78235088 | Steven Harris |              | KL4CJASB0DB054... | 02/20/2017   | 142            |                   |
| Open        | 8-78235053 | Steven Harris |              | 5Y2SP67069Z422... | 02/20/2017   | 142            |                   |
| Open        | 8-78235002 | Steven Harris |              | 5Y2SP67069Z422... | 02/20/2017   | 142            |                   |
| Open        | 8-78234961 | Steven Harris |              | 5Y2SP67069Z422... | 02/20/2017   | 142            |                   |

<< 1 - 10 of 11 >>

Did you know the new Dealer Case Management (DCM) system allows U.S. GM dealership service technicians to create, view, and update GM Technical Assistance Center (TAC) cases in real-time? DCM increases the speed and efficiency of case management to help improve communication with technicians, and in turn, enhance the quality and service experience for GM customers.

continued on page 2

## New GDS2 Core Software Update

A new version (18.1.161) of the GDS2 core software has been released recently. The update includes numerous software bug fixes.

To download the software update, click the GDS2 icon on the TIS2Web home page.

When updating from one core version of GDS2 to the next, the deal-



Click the GDS2 icon to download the software update.

### CONTENTS

|   |   |
|---|---|
| TAC Dealer Case Management System. . . . .        | 1 |
| New GDS2 Core Software Update. . . . .            | 1 |
| Cooling System Pressure Test Adapter . . . . .    | 3 |
| New TAC Action Centers . . . . .                  | 3 |
| Universal Refrigerant PAG Oil. . . . .            | 4 |
| Common Questions on the New 2018 Terrain. . . . . | 5 |

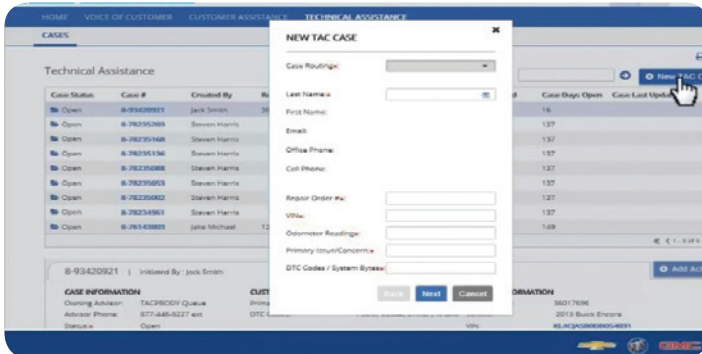


Customer Care and Aftersales

continued on page 4

# TAC Dealer Case Management System – continued from page 1

Using the DCM system, technicians have the ability to quickly communicate back and forth with TAC advisors. There is no need to take notes because all communication is documented in the DCM system. A list of case activities at the bottom of the screen show how the case has progressed as well as its current status.

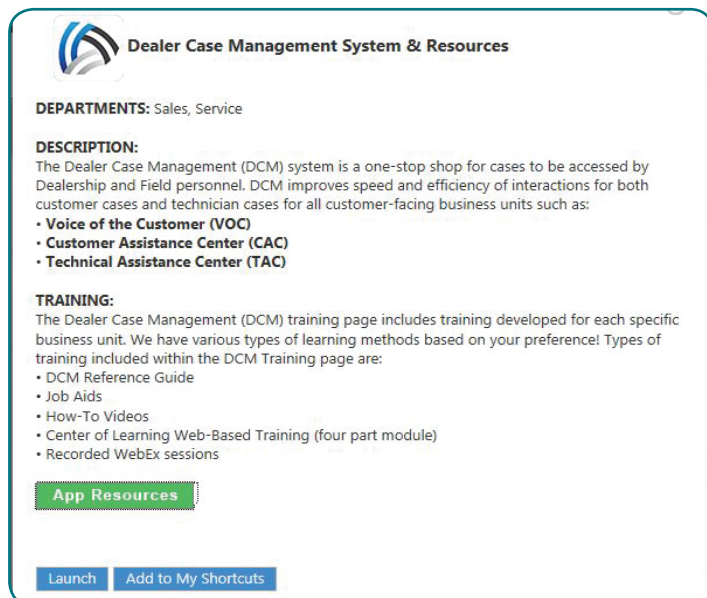


The DCM system documents communication between technicians and TAC advisors for easy reference.

Currently, users are averaging less than a 15-minute response time for feedback on a case, which means technicians spend less time on the phone and more time addressing customer concerns and building stronger customer relationships.

## Dealer Case Management App

To access the DCM, go to the App Center on GlobalConnect. Select Service from the Department drop-down menu and then select Dealer Case Management System & Resources from the list of apps. The DCM launch box will appear. Click the Launch button to open the application.

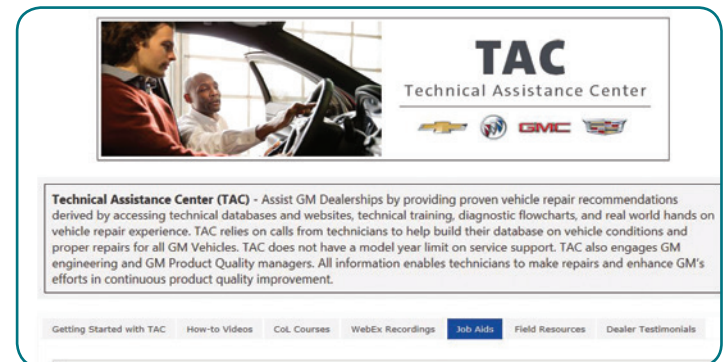


Go to the App Center on GlobalConnect to access the DCM app.

The system includes case management for the Voice of the Customer (VOC), Customer Assistance Center (CAC), and Technical Assistance Center (TAC). With these systems combined, dealerships can manage all customer issues from one central location.

## Training Aids

There are several training aids available for learning about how to use the DCM system. To begin, select the App Resources button that is included in the DCM launch box on GlobalConnect.



Select the TAC link to access TAC-specific training materials on using the DCM.

From the DCM training main page, select the link to TAC to access specific training materials about using the DCM system for TAC cases.

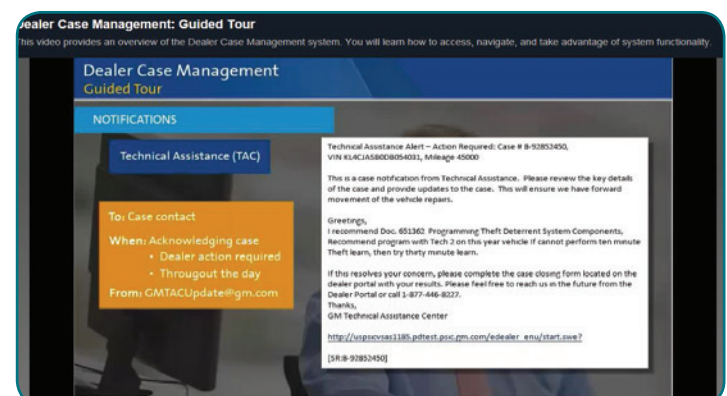
The training page includes training developed for each specific business unit. It features various types of learning methods based on your preference, including:

- DCM Reference Guide
- How-to videos
- Center of Learning Web-based training (four part module)
- Recorded WebEx sessions
- Job aids

Under the Getting Started with TAC tab, technicians can review some of the basics about using the DCM system, such as:

- How to open a TAC case
- How to review a TAC case & add attachments
- How to request to close a TAC case
- How to search for existing TAC resolutions

**TIP:** Also check out course VMVDC.M17W2 Dealer Case Management: Technical Assistance Center (TAC) Case Handling on the Center of Learning. It's a short, interactive course for service technicians.



Review the videos for more information about the functions of the DCM system.

Thanks to Elizabeth Hathaway

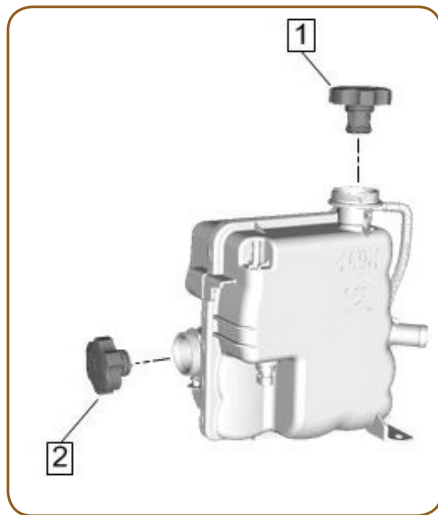
# Left-Hand Thread Cooling System Pressure Test Adapter

The cooling system surge tank for 2017 Silverado and Sierra models equipped with the 6.6L Duramax diesel engine (RPO L5P) features a new design with two tank caps. The fill cap on top of the tank uses a left-hand thread and requires a Cooling System Pressure Test Adapter to pressure test the system.

The tank is placed at a low position in the engine compartment, in relation to the engine, due to space constraints. Based on its location, the tank was designed to have the coolant at the top and the air portion at the bottom of the tank to ensure that the coolant will be at the highest level in the cooling system.

## Vented and Non-Vented Tank Caps

The cap located on the lower outboard side of the tank is a standard vented cap with right-hand threads that vents excessive cooling system pressure. The cap on the tank top is a non-vented fill cap and has left-hand threads; this eliminates any attempt at installation of non-vented cap where a vented cap is required. Turn the fill cap clockwise to remove the cap or counter clockwise to install it.



Cooling system surge tank with non-vented fill cap (1) and vented side cap (2).

The top tank cap also has three seals (instead of the two seals used in the side surge tank cap) to protect from hot fluid exiting through the top portion of the neck itself during hot engine conditions.

## Cooling System Leak Testing

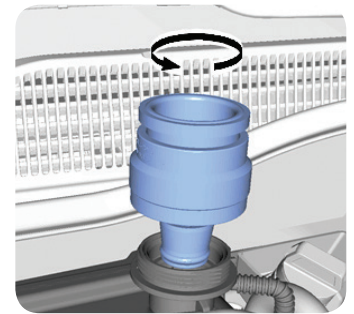
The Cooling System Pressure Test Adapter (GE-52098 or GE-52098-A) is a left-hand adapter that threads on the tank to allow pressure testing of the cooling system using the previously released Cooling System Pressure Tester (Essential tool J-24460-A, or EN-24460-A).

The Cooling System Pressure Test Adapter also includes a center core with O-rings that seals off the tank vent port so the test can be run correctly. Due to the fill cap being a non-vented cap, an adapter to pressure test the fill cap is not needed.

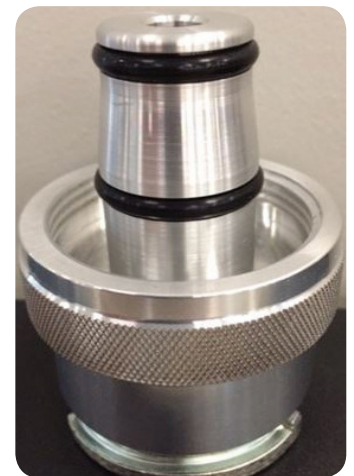
**TIP:** During testing, do not exceed the pressure rating that is printed on the vented cooling system surge tank cap on the lower side of the tank. The cooling system should hold the rated pressure for at least two minutes. Observe the gauge for any pressure loss and inspect the cooling system for any system leaks.

The Cooling System Pressure Test Adapter (GE-52098 or GE-52098-A) is available through [www.gmtoolsandequipment.com](http://www.gmtoolsandequipment.com).

🙏 Thanks to Chuck Berecz and Chris Semanisin



Cooling System Pressure Test Adapter



Pressure Test Adapter center core with O-rings seal off the tank vent port.

# New TAC Action Centers for CT6 Super Cruise and 2018 Enclave

The GM Technical Assistance Center, or TAC, (U.S.) has established Action Centers for the 2018 Cadillac CT6 equipped with Super Cruise (RPO UKL) and the 2018 Buick Enclave.

TAC Action Centers are designed to gather early feedback and provide support for the introduction of new GM models. Dealership service departments are asked to report all vehicle issues that require immediate attention, not just concerns that require technical assistance. The goal is to develop a quick resolution to any product concerns, such as fit and finish, performance, and operation.

TAC Action Centers have a direct connection to GM Engineering, Brand Quality and



2018 CT6 with Super Cruise

the assembly plant, which offer combined resources to immediately address product concerns seen in the dealership. Each TAC case is sent out to hundreds of people representing engineering, manufacturing, aftersales and other organizations across GM.



2018 Enclave

If any concerns are encountered with the new CT6 with Super Cruise or Enclave in your dealership, contact the Technical Assistance Center. After entering your dealership's BAC code, select the prompt for Action Centers.

🙏 Thanks to Steve Jacob



# New Universal Refrigerant PAG Oil for R-1234yf A/C Systems

GM has recently released a new refrigerant PAG (Polyalkylene Glycol) oil specifically engineered to service GM vehicles built with belt-driven air conditioning (A/C) compressors that use the environmentally-friendly alternative refrigerant R-1234yf.

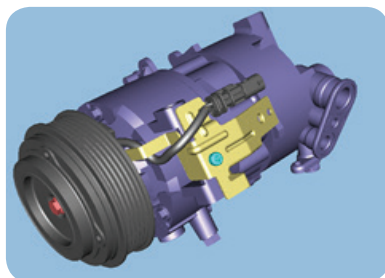
Previously, there were multiple PAG oils released to service GM vehicles using R-1234yf (using belt-driven A/C compressors), which required technicians to refer to the Service Information during every A/C service to ensure the correct PAG oil was used.

With the universal PAG oil, the A/C repair process is simplified. Now, there are only two PAG oils needed (for R-1234yf systems and R-134a systems) when servicing GM cars built with belt-driven A/C compressors.

It is acceptable to use any existing inventory of the previously released



Universal PAG oil



The new universal PAG oil is for belt-driven A/C compressors.

R-1234yf PAG oils provided that it is the correct oil part number for the specific A/C system. If using a previously released, non-universal oil, always refer to Service Information to ensure the correct refrigerant oil is being used.

## Oil Injection Tool

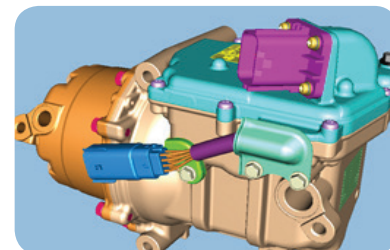
The new universal R-1234yf refrigerant PAG oil comes in the same 8 oz. (240 ml) tubes just as the previous refrigerant PAG oil. These cartridges are designed to be used with oil injection tool GE-45037.



Oil Injection Tool GE-45037

## High Voltage Electric A/C Compressors

For high voltage electric A/C compressors, use only POE (Polyolester) refrigerant oil (GM PN 88862657, U.S., and 88862658, Canada). GM only has one POE oil released for service at this time.



High voltage electric A/C compressors utilize POE oil

| Current Refrigerant Oils |          |           |              |                       |                  |  |
|--------------------------|----------|-----------|--------------|-----------------------|------------------|--|
| Refrigerant Type         | Oil Type | P/N (USA) | P/N (Canada) | Compressor Drive Type | Cartridge Size   | Use  |
| R-1234yf                 | PAG      | 19354657  | 19354658     | Belt-driven           | 8 oz. (240 ml)   | Universal oil for use in R-1234yf systems            |
| R-134a                   | PAG      | 88901445  | 88900060     | Belt-driven           | 8 oz. (240 ml)   | Universal oil for use in R-134a systems              |
| R-134a and R-1234yf      | POE      | 88862657  | 88862658     | High voltage electric | 3.5 oz. (104 ml) | Only POE oil released at this time.                  |
| R-1234yf                 | PAG      | 19260643  | 19260644     | Belt-driven           | 8 oz. (240 ml)   | Replaced by Universal oil 19354657 (19354658 Canada) |
| R-1234yf                 | PAG      | 19333249  | 19333250     | Belt-driven           | 8 oz. (240 ml)   | Replaced by Universal oil 19354657 (19354658 Canada) |
| R-1234yf                 | PAG      | 19299051  | 19299052     | Belt-driven           | 8 oz. (240 ml)   | Replaced by Universal oil 19354657 (19354658 Canada) |

🙏 Thanks to Chris Semanisin

## New GDS2 Core Software Update – continued from page 1

ership firewall/antivirus program will recognize it as a new application. You may need to engage your local dealership IT support to ensure GDS2 is entered as an exception in the security programs to allow normal functionality.

Users also need full administrative rights to install the GDS2 core update. If any issues are encountered with GDS2 not functioning

properly, right click on the GDS2 icon on the desktop and select "Run as administrator."

For assistance, contact the Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French).

🙏 Thanks to Chris Henley

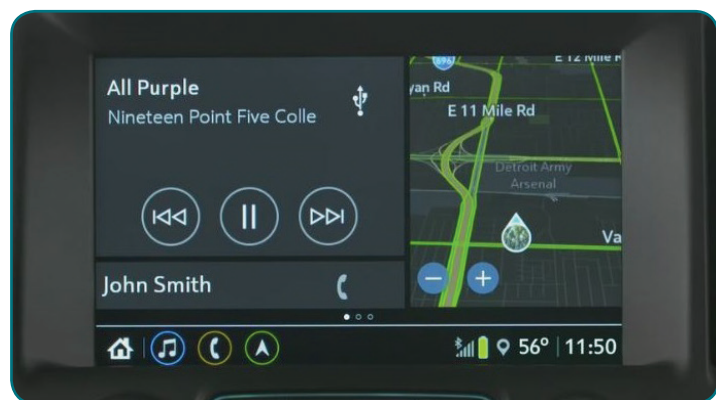
# Common Questions on the New 2018 Terrain

The all-new 2018 GMC Terrain is available with a variety of new features that may be unfamiliar to some customers, who may bring their vehicle into the dealership for service when a system is operating as designed. Be prepared to explain how a particular system operates if your customers ask the following common questions about the new Terrain.

## Where can I find more information about all the functions of the new infotainment system?

The next generation of infotainment systems available on the Terrain feature either a 7-inch (178 mm) or 8-inch (203 mm) touch-screen, integrated OnStar features, and personalized, cloud-based user profiles. The functionality of the three available systems varies. Apple CarPlay and Android Auto compatibility is standard on all systems. A number of connectivity features are optional, depending on the system.

Detailed information and videos can be accessed on the GMC owner website at [my.gmc.com](http://my.gmc.com) (in Canada, go to [my.gm.ca](http://my.gm.ca)). Select the 2018 Terrain using the drop-down menus and select Learn About Your Vehicle.



New infotainment system with navigation

## Can the Navigation SD card be used in another vehicle?

The infotainment systems equipped with available navigation (RPO IOU) and standard navigation (RPO IOT) have the map data stored on a SD card. Each Nav SD card is VIN-specific and RPO-specific and cannot be used in another vehicle. If the card is inserted into the SD card slot of another vehicle, the message "SD CARD ERROR" will be displayed on the infotainment screen.

## Why does the hands-free power liftgate only work intermittently?



The location of the hands-free sensor is between the left exhaust pipe and the license plate.

If the power liftgate is equipped with hands-free operation, the liftgate can be opened or closed by using a straight-ahead kicking motion (not a side-to-side sweeping motion) under the rear bumper. The location of the rear bumper sensor is between the left exhaust pipe and the license plate. The key fob must be within 3 feet (1 meter) of the liftgate.

**TIP:** The liftgate will fully open when the power liftgate control knob is in the MAX position. It also can be programmed to open to a lower height when the control knob is in the 3/4 position.

For additional information about the hands-free liftgate, review Bulletin #17-NA-153.

## Why is Lane Keep Assist not functioning?

The customer may be expecting a warning chime when the Lane Keep Assist with Lane Departure Warning system is active. However, there is not a warning chime if the system determines the driver is actively steering.

Lane Keep Assist will provide steering input to gently turn the steering wheel to help center the vehicle in the traffic lane if the vehicle approaches a detected lane marking without using a turn signal in that direction. The Lane Keep Assist icon is green on the instrument cluster if the system is available to assist. The Lane Keep Assist icon will turn amber when the system is providing steering input. As the driver actively steers the vehicle, the steering input and amber indicator may not be noticed.

If the driver does not actively steer the vehicle and crosses the lane marking without using a turn signal in that direction, the Lane Departure Warning will then provide a warning by flashing the amber icon and pulse the Safety Alert Seat or sound a chime/beeps (if selected in the Settings menu).

**TIP:** The Safety Alert Seat settings can be changed by going to Settings > Vehicle > Collision/Detection Systems > Alert Type on the infotainment system. Audible beeps or seat pulsing alerts may be selected.

The Lane Keep Assist system can be turned on/off using the button on the center console.



Lane Keep Assist button

For additional information about the Lane Keep Assist system, review #PIT5481B.

## Why does the engine turn off at a stop?

The Terrain features Stop/Start technology to help conserve fuel and provide better fuel economy. The system shuts down

continued on page 6

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## Common Questions on the New 2018 Terrain – continued from page 5

the engine when the vehicle comes to a complete stop, referred to as an Auto Stop, if operating conditions are met. To indicate an Auto Stop, the tachometer will read AUTO STOP. The audio system, climate controls and other accessories will continue to operate. The engine will restart upon releasing the brake pedal or applying the accelerator pedal.

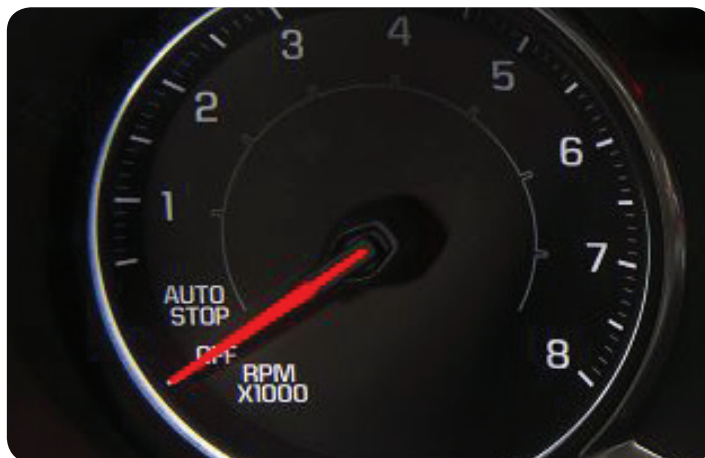
The tachometer will read OFF when the engine is turned off using the ignition pushbutton.

The engine may not turn off at a stop or may restart if any of the following conditions apply:

- A minimum vehicle speed is not reached.
- The engine or transmission is not at the required operating temperature.
- The outside temperature is not in the required operating range.
- The shift lever is in any gear other than Drive (D).
- The battery charge is low.
- The climate control system requires the engine to run based on the climate control or defog setting.
- The Auto Stop time is greater than two minutes.

### Why does the outer window belt molding look out of position?

The outer window belt moldings on some 2018 Terrain models may have poor fit and retention to the doors. The original design of the belt moldings did not provide a proper fit to the door surface. If this condition is found, replace the outer window belt moldings with revised moldings that are now available.



AUTO STOP and OFF markings on the tachometer



Loose outer window belt molding

For additional information and part numbers, review Bulletin #17-NA-246.

🙏 Thanks to Kris Villegas