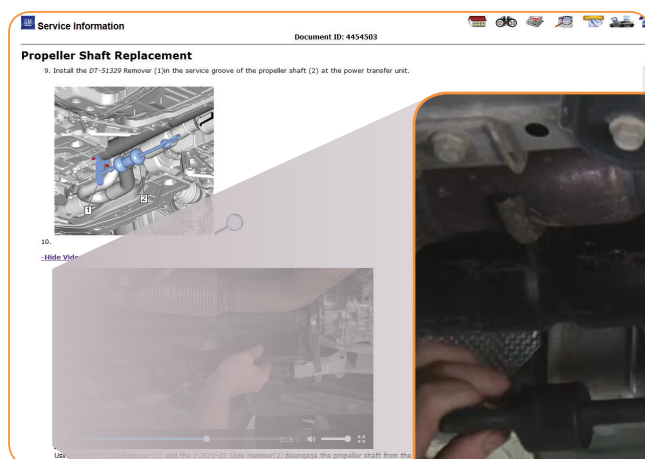


## Instructional Videos and Active Website Links Now Included in GM Service Information



As the saying goes, pictures are worth a thousand words, but videos are also pretty helpful in explaining a step in a service procedure. And if there is a website that can offer additional information or services, those details are useful too. The GM Service Information now has both.

Users of Service Information (U.S. only) are now able to view short videos covering service procedures and terminal repairs as well as select active website links to outside sources of related information, such as the GM Center of Learning, ACDelco, and others.

### Embedded Videos

Recent updates to the Service Information platform allow embedded videos to be included in the service procedure information. The videos are not designed to replace the written step-by-step instructional procedures, but to enhance them by showing how to perform complex steps within the written procedures. The videos are short, concise, and only focus on one step of a procedure. They do not include any audio at this time.

Currently, there are a number of videos highlighting various repair procedures. These include repairs using special tools during a procedure, removing or

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Customer Care and Aftersales

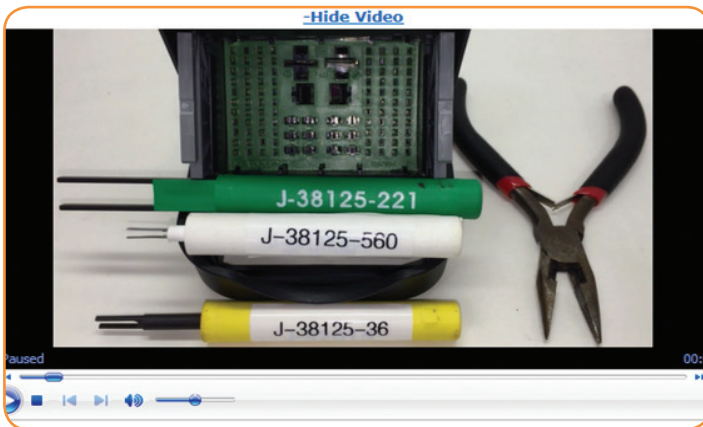
# Instructional Videos and Active Website Links Now Included in GM Service Information – continued from page 1



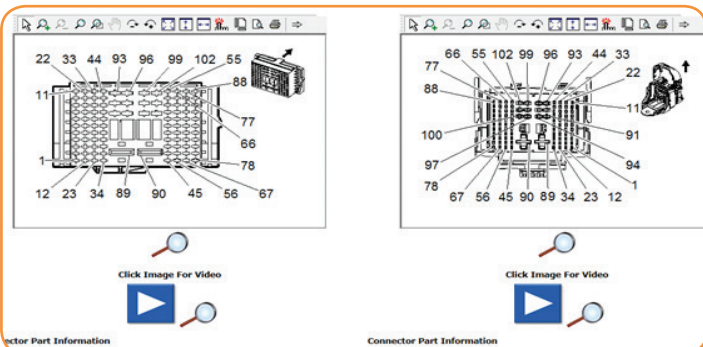
New Service Information videos cover a step in the repair procedures.

installing parts correctly, and repairing connectors with a terminated lead (as outlined by the GM wiring harness service strategy in Bulletin 13-00-89-008A). All connector repair videos may not represent the connector in regard to color or keying, but they do accurately illustrate the steps in removing terminals from the connector body. As more videos are completed for current repairs as well as for new components and procedures, they'll be added to the Service Information.

**TIP:** Due to the limitations of some operating systems, including those that are geared more toward consumer use, video playback at this time only works on Windows- and Android-based PCs and portable devices.



Videos cover various topics, including terminal repairs.

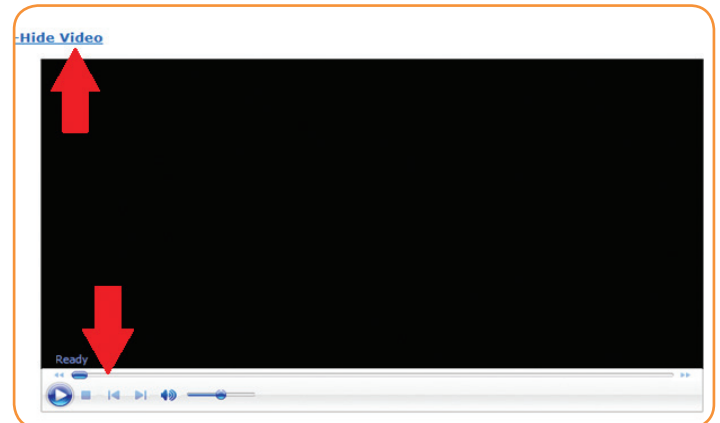


Click the "play button" graphic to launch the video player.

## Video Player

Similar to the graphics that are included with the service procedures, the new videos are positioned directly before the procedure step that they support. The procedure with a video will include a blue and white "play button." To launch the video player, click the "play button" graphic. Clicking the magnifying glass only enlarges the graphic.

Once the video player is shown, click the Play button on the player to start the video. The videos will not begin playing automatically.



Video player controls and Hide Video command

Also use the control buttons on the player to control video playback. Double-click on the video while it's playing to convert to full screen viewing.

When viewing is complete, select the Hide Video text to hide the video player and return back to the blue and white "play button."

## Training

### Dealers

All U.S. GM Dealers participating in the Center of Learning / GM Service Technical College (STC) Programs can enroll through the Center of Learning [www.centeroflearning.com](http://www.centeroflearning.com). Within the website, there are individual training paths that are designed to assist in planning the training needs for each Dealer who have questions about Center of Learning Training should contact the Center of Learning help desk at 1-888-748-2687. The help desk is Friday, 8:00 am - 9:00 pm Eastern Standard Time, excluding holidays. For GM Access support, contact the GM Access Help Desk at 1-888-337-1010.

### Fleets

GM Fleet customers with GM Warranty In-Shop agreements are able to participate in service technical training through the Center of Learning/GM. Assistance for GM fleet registered customers using GM STC training is provided by the Center of Learning help desk at 1-888-748-2687. The help desk is Friday, 8:00 am - 9:00 pm Eastern Standard Time, excluding holidays. For GM Access support, contact the GM Access Help Desk at 1-888-337-1010.

Most GM STC course materials have associated charges.

To purchase authentic GM STC Training Materials, contact the GM Training Materials Headquarters at 1-800-393-4831.

### Non-GM Dealer Technicians

Technician training for non-GM dealers is available through ACDelco. This training is for ACDelco PSC and Fleet program members employed in the industry.

ACDelco courses are available at approved GM STC Training Centers. Availability and schedules can be obtained by calling 1-800-825-5886 (prompt www.acdelcoconnect.com) and select the Training tab. Seminars are also offered through the ACDelco Warehouse Distribution channel. Contact representative or distributor directly for more information.

Active links to outside websites have been added.

## Active Website Links

In the past, accessing websites published in the Service Information required a user to retype the website address or copy it from the text and paste it into an internet browser. Now, those website addresses are active links, so the website can be viewed by simply clicking the link. This is a rolling change that is currently being implemented, so there may be some instances where the websites do not have active links yet and still require the link to be copied and pasted. When a link is selected, a new browser window will open to the website.

🙏 Thanks to Kevin Jakobiak and Sean Mulloy

# Self-Diagnosing Proactive Alerts Program Update

The self-diagnosing Proactive Alerts, a feature of OnStar Advanced Diagnostics, are designed to help predict specific types of potential performance degradation of the battery, starter motor, and fuel delivery system based on current vehicle data. Proactive Alerts are available on 2015-2017 Equinox and Terrain (V6 models only); 2016-2018 Corvette, Silverado, Suburban, Tahoe, Sierra, Yukon models, and Escalade models; 2018 Equinox, Traverse, Enclave, Acadia, and XT5 models.

Proactive Alerts monitor the performance of the following vehicle components:

- Engine cranking – battery and starter motor performance
- Fuel delivery system – in-tank fuel pump module and fuel pressure sensor performance

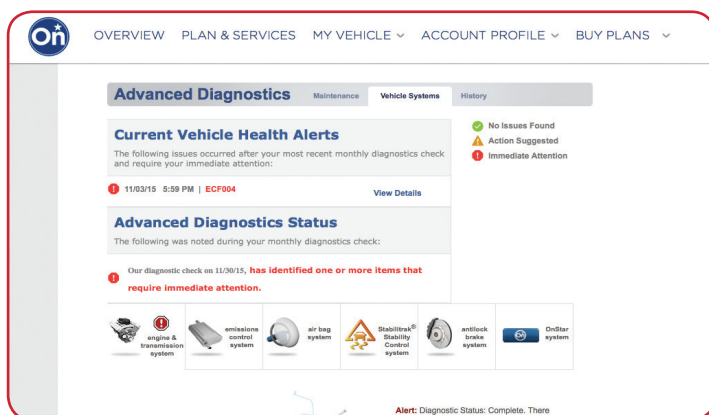
**TIP:** Fuel delivery system monitoring is no longer included as part of the Proactive Alerts system on 2018 models. Fuel delivery system monitoring continues to be supported on 2015-2017 models.

## Customer and Dealership Messages

Customers must sign-up for the service through OnStar and are notified in real-time by an in-vehicle message and an email when potential performance degradation is detected. The Proactive Alert information also is included in the customer's OnStar Diagnostics Report and individual account page on onstar.com.

In addition to the customer messages, an email is sent to the preferred GM dealership to the attention of the Customer Experience Manager (U.S.) or Service Manager (Canada).

It's important to understand that some Proactive Alert service messages may be generated without any apparent symptoms being noticed by the driver.



Proactive Alert notification

## Service Message Identifiers

The diagnostics for the Proactive Alerts for 2017-2018 models are now in the Service Information for each vehicle. The operation of Proactive Alerts for 2015-2016 models is covered in #PI1250E.

The Proactive Alerts system collects and stores specific system performance data each ignition cycle, which is transmitted via the cellular system when the ignition switch has been in Run or Accessory power mode for six minutes. The transmitted data is stored off-board the vehicle and analyzed by special algorithms to detect

degraded performance. When monitored system performance degrades to predetermined levels, the off-board system sends a Proactive Alert Identifier. The affected system is identified within the alert by a service message. Currently, no associated DTCs are stored on the vehicle.

Service Message	Description
SAC001	Predicted Starting and Charging – Battery Low Cranking Capacity Due to Shorted Cell
SAC002	Predicted Starting and Charging – Battery Low Cranking Capacity Due to High Resistance
SAC003	Predicted Starting and Charging – Battery Low Cranking Capacity Due to Low State of Charge
SAC004	Predicted Starting and Charging – Battery Low Cranking Capacity Due to High Resistance in Starter System
SAC005	Predicted Starting and Charging – Battery Low Cranking Capacity Due to High Resistance in Battery or Short in Starter System
ECF001	Predicted Fuel Pump System – Fuel Tank Fuel Pump Module
ECF002	Predicted Fuel Pump System – Fuel Tank Fuel Pump System High Resistance
ECF003	Predicted Fuel Pump System – Fuel Tank Fuel Pump Pressure Sensor System Performance
ECF004	Predicted Fuel Pump System – Fuel Feed Pipe Pressure Sensor System Performance

The Proactive Alert identifier is stored in the K73 Telematics Communication Interface Module. The Telematics Communication Interface Module requests a specific identifier to display on the radio and to play an audio message one time when the vehicle is next started. Proactive Alert identifiers stored in the Telematics Communication Interface Module can only be cleared using a scan tool.

🙏 Thanks to Bob Wittmann and Gary McCraw



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# Rear Differential Clutch Module Corrosion

Some 2013-2018 Encore and 2014-2018 Trax models equipped with full-time All-Wheel Drive (AWD) (RPO F46) may display an illuminated Malfunction Indicator Lamp (MIL) and/or a Service AWD message on the Driver Information Center along with a loss of power steering assist, a dead battery and a loss of communication on the high-speed LAN. DTCs C0800 (Device Power 1 Circuit Voltage) and U0136 (Lost Communication With Differential Control Module - Rear) also may be set.

These conditions may be caused by corrosion of the Rear Differential Clutch Module (RDCM) at the seam between the base plate (black) and the top housing (grey), which may include the connector and the four screws.

If corrosion is found, replace the RDCM and inspect the associated wiring and connector. Only 3% of vehicles have been found to have a corroded RDCM connector, so do not replace the RDCM wiring harness if there is no evidence of corrosion in the connector.

## RDCM Replacement Part Green Dot

The replacement RDCM is part number 42463357. Inspect the replacement RDCM for the presence of a green dot on the part label.

- If the replacement RDCM has a green dot, install and program it following the appropriate Service Information instructions.
- If the replacement RDCM does not have a green dot, order a new part. Do not install a new RDCM that does not have a green dot on the part label.

Future RDCM part numbers may not have a green dot. In those cases, verify that part number 42463357 has been superseded to the current part number you have received.

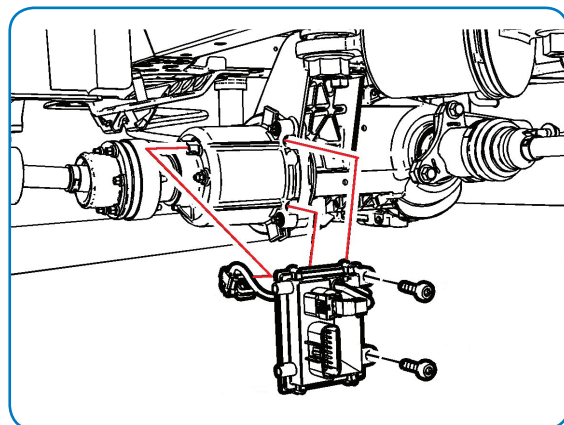
Refer to Bulletin #18-NA-007 for additional information.

For 2013-2017 MY vehicles located in Canada, refer to Special Coverage Bulletin #17436.

🙏 Thanks to Frank Jakubiec



Look for corrosion between the base plate and the top housing.



RDCM location on the rear axle



Only install a new module with a green dot on the part label.

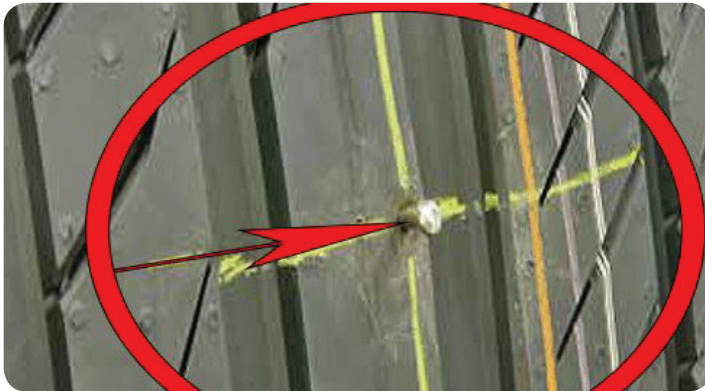
# Repairing ContiSilent Tires with Quiet Foam

The new 2018 Regal features the first GM application of Continental ContiSilent tires, which are manufactured with quiet foam within the tires for a quieter ride on the road. If the ContiSilent tires have a puncture in the tire tread area, the tire can be repaired but requires some additional repair steps compared to a traditional tire repair.



Tire with quiet foam

First, identify the location of the object that has punctured the tire in the tread area. If the tire can be repaired, the quiet foam must be removed prior to sealing the puncture.



Puncture in tire tread

In the punctured tread area inside the tire, remove a piece of the quiet foam, 101 mm (4 inches) wide, across the whole section of foam. Do not discard the piece of foam.



Remove a piece of foam 101 mm (4 inches) wide.

Be sure to remove the foam without damaging the inner liner surface. Additional buffing may be needed to completely remove the foam adhesive from the inner liner surface.



Remove the foam to make the tire repair.

After the tire repair has been made, reinstall the foam piece using the cement that was used to plug the puncture.

🙏 Thanks to Lori Brohl and Kevin Minor

## Service Know-How

### 10218.01V – Emerging Issues, January 11, 2018

The latest service topics from GM Brand Quality and Engineering are covered, including an in-depth look at brake rotor lateral runout as well as a review of torque-to-yield fasteners and torque angle.

#### To view Emerging Issues seminars:

- Log into [www.centeroflearning.com](http://www.centeroflearning.com).
- Enter Emerging Issues or the course number in the Search box.
- Select the desired Emerging Issues seminar course title.
- Click the Launch button.

