

Close TAC Cases Using the Dealer Case Management System

REQUESTING A TAC CASE TO BE CLOSED



After resolved, request your cases to be closed.

To request a TAC case to be closed:

1 Click the "Request Case Closure" button.

A Case Closure form will appear.

The Dealer Case Management (DCM) system that was introduced nationwide in August 2017 was designed to simplify communication with GM dealerships while increasing the speed and efficiency of Technical Assistance Center (TAC) case resolution. All communication for a TAC case is documented in the DCM system, including a list of case activities that show how the case has progressed as well as its current status. Dealerships are requested to now use the DCM to open and close TAC cases.

TAC Case Closing Form to be removed from GlobalConnect

With the implementation of the DCM system, the TAC Case Closing form on GM GlobalConnect will no longer be available effective January 18, 2018. By moving all communication into one system for dealerships, it makes the DCM system a one-stop shop for all information related to a TAC case, including closing a case.

The Case Closing Form is easily accessed in the DCM system and enables dealerships to review the case and close it without having to retype the VIN, case number, etc., into the form as is required in the GlobalConnect form.

Case Closing

To request to close a TAC case, access the DCM System through the GlobalConnect App Center. All current cases are located under the Technical Assistance Center tab.

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Customer Care and Aftersales

Close TAC Cases Using the Dealer Case Management System

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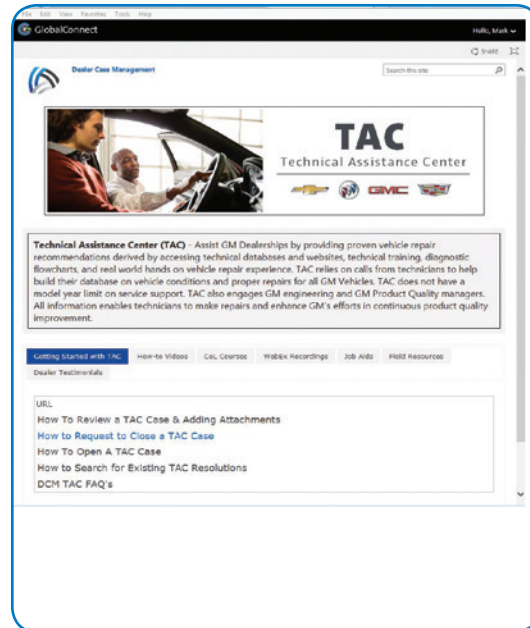
Once the case is resolved, select the Request Case Closure button and complete the Case Closing Form, including the cause of the failure, corrective actions taken, and additional comments on how the issue was resolved. The TAC advisors will receive the request and close the case.

Technicians that do not have access to the DCM system should consult with their service manager.

TIP: For additional information about using the DCM, including videos and other resources, log in to GlobalConnect and select the App Resources button included in the DCM app from the App Center.

🙏 Thanks to Elizabeth Hathaway

Requesting a TAC case to be closed is simple in the DCM system.



Additional information on using the DCM system is available on GlobalConnect.

Normal Tailgate Cable Slack

With the tailgate down, one of the tailgate cables may appear to have slack in it on some 1998-2000 Chevrolet C/K Classic, GMC C/K Classic; 1998-2004 S10, Sonoma; 1999-2018 Silverado Sierra; 2002-2013 Avalanche, Escalade EXT; 2004-2012 Colorado, Canyon; and 2015-2018 Colorado and Canyon models. The slack in the cable may lead some owners to perceive that one cable is longer than the other.

Tailgate cables should not be replaced and no repair attempts should be made for this condition. Any warranty claims for this condition may be debited.

The cable slack is a normal condition due to build variation and



There may be slack in one of the tailgate cables.

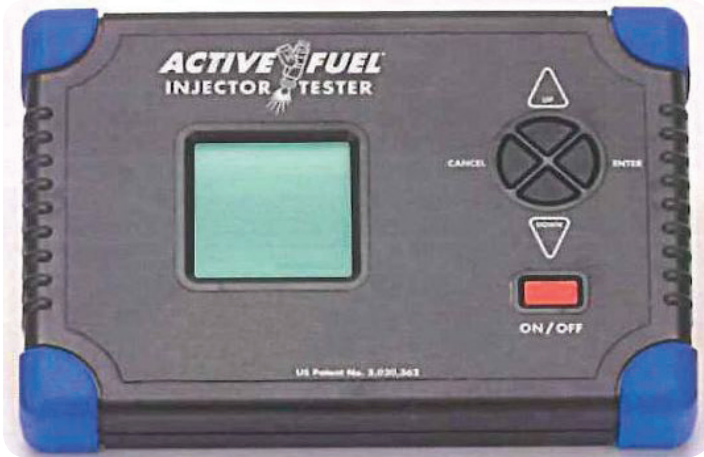
does not affect the operation or reliability of the tailgate. In most cases, the slack in the cable is eliminated when weight is put on the tailgate.

For additional information, refer to #PIT3227M.

🙏 Thanks to Charles Hensley

Latest AFIT Software Updates High-Pressure Fuel Pump Coverage

The latest software release for the Active Fuel Injector Tester, or AFIT, (CH-47976) is now available. The release (CH-47976-230) updates the fuel pressure regulator software used in the AFIT DMU (Drive & Measurement Unit) as well as updates the AFIT MCU (Main Control Unit).



Active Fuel Injector Tester

While regular updates to accommodate new vehicles and hardware have been made to the MCU ever since the AFIT was introduced, this is the first update of the DMU. The AFIT was originally designed to be compatible with 10-ohm pressure regulators on direct injection fuel systems. The new DMU update addresses the AFIT's regulator drive capabilities that are needed due to the use of high-pressure fuel pumps with 0.4-ohm pressure regulators, such as those found on 2018 Corvette, Camaro, CTS, Escalade, Silverado, and Sierra models equipped with a 6.2L V8 engine (RPO LT1, LT4, L86).

Release CH-47976-230 will update:

- The PC application to save test records
- The MCU firmware
- The MCU database
- The DMU firmware



AFIT Drive & Measurement Unit

Software Downloads

The AFIT software update is available from the GM Dealer Equipment website. Download the software through the Service Workbench selection of "Essential Tools – Software Updates" in GM GlobalConnect (U.S. only). Open the file and follow the instructions.

In Canada, the software is available through the Dealer Equipment Services (DES) Canada website. A link to this site is in the GlobalConnect library under Service/Tools and Processes and Equipment/Essential Tools – Software Updates.

The software downloads page on the website also includes links to the AFIT Update instructions and other AFIT user guides.

For questions about the software release, contact Bosch Automotive Service Solutions Technical Support at 1-800-GM-TOOLS (1-800-468-6657).

Making Connections

When testing an engine using the AFIT kit, do not connect the adapter cables to the vehicle until instructed to by the AFIT MCU. The MCU should be placed in the vehicle cab and plugged into the power adapter.

The DMU (Drive & Measurement Unit) should be placed in the engine compartment and connected to the vehicle's 12-volt battery and to the MCU.

Select a vehicle on the AFIT MCU and then select an injector test. Follow the on-screen instructions/prompts on the MCU to connect to the vehicle. When prompted, with the ignition off, connect the DMU cable to the vehicle ECM harness connectors.

To help in determining which adapter to use, the AFIT will display the correct adapter during the testing process. The latest software must be used in order to display all correct adapter and cable selections.

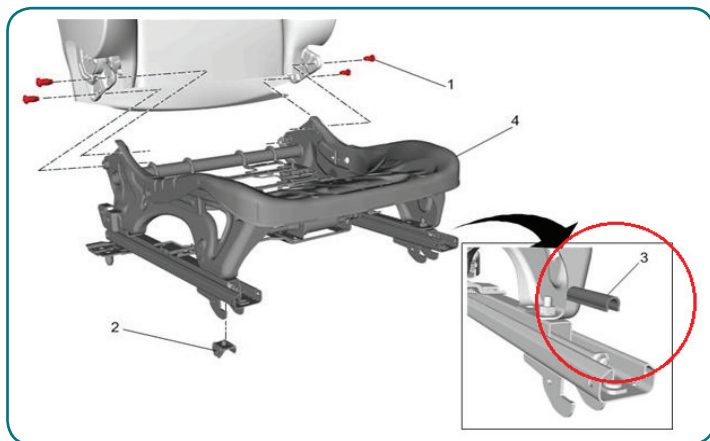
🙏 Thanks to Chuck Berecz and Todd Hayes



The software downloads page also includes update instructions and user guides.

Transfer Components during New Seat Frame Installation

When replacing the seat cushion frame on any GM model, it's critical to transfer the necessary parts from the current seat frame to the new frame. Recently, the GM Warranty Parts Center has received several seat cushion frames that still had some critical parts installed on the frames that should have been transferred to the new seat frames. Parts that should be transferred include brackets, adjuster stops, control modules and sensors, such as the seat heater control module, seat position sensor and seat control module bracket.



Front seat adjuster stops (#3)

In addition to the normal parts that should be transferred to the new seat frame, always check the appropriate Service Information to help determine any unique parts from the current seat frame that should be moved to the new frame or replaced.

On many models, for example, the current front seat adjuster stops (or seat travel limiters) or the seat brackets may need to be installed on the new seat frame.

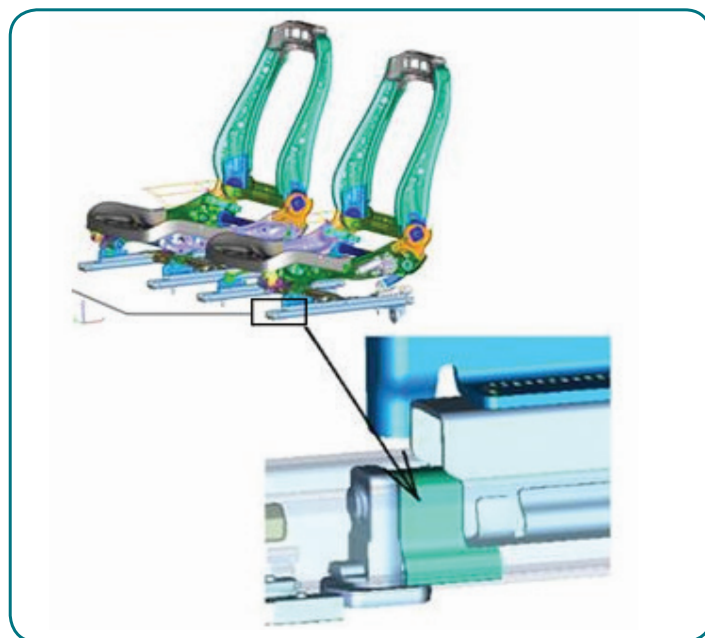
Different Adjuster Stops

There are different styles of stops for power adjustable seats and manually adjustable seats. The frame may need to be adjusted to access the stops.

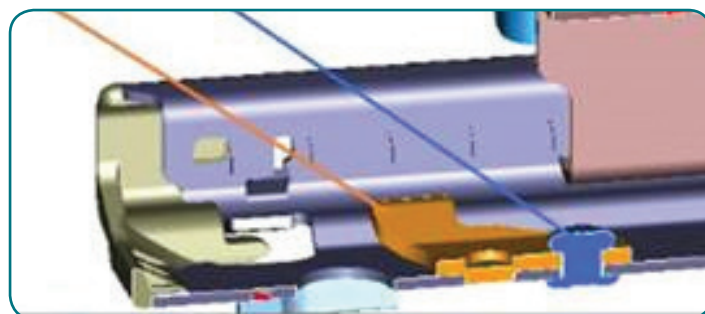
Typically, the manual seat stops are metal clips or brackets that are riveted on inboard and outboard lower seat frame channels.

TIP: Any brackets or adjuster stops not moved to the new seat frame when required will need to be ordered separately. These brackets or adjusters are not included with the new seat frame.

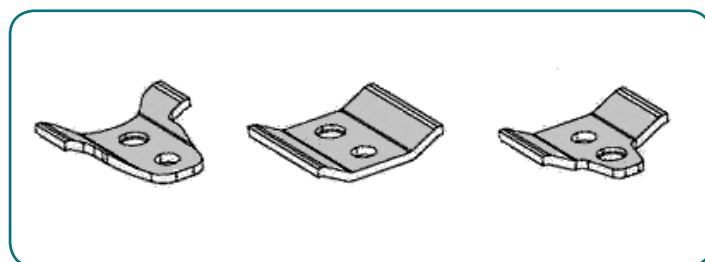
🙏 Thanks to Daryl Funds



Power seat adjuster stop



Manual seat adjuster stop



Typical metal stops for manual seats

Reconnect Fog Lamps after Accessory Installation

When installing GM Accessories, such as a front grille or front bow tie accessory, on 2015-2018 Colorado and Canyon models, all associated components must be reconnected before installation is complete. In some recent warranty claims, it has been noted that the fog lamps were not reconnected after installing the Front Grille Package and Body Emblem Package.

Be sure to follow all steps in the installation instructions for all GM Accessories. In the instructions for the Body Emblem Package, for example, it states to connect the fog lamp connectors and to test and confirm headlamp and fog lamp operation.

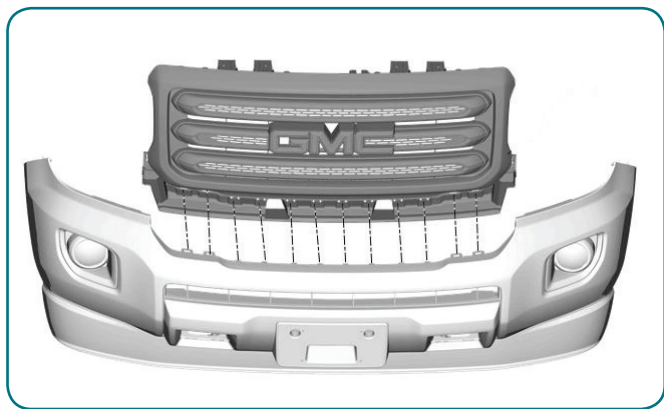
The fog lamp connections should be verified when completing the following service procedures:

- Front Fog Lamp Package Installation
- Front Grille Package Installation
- Front Bumper Fascia Replacement

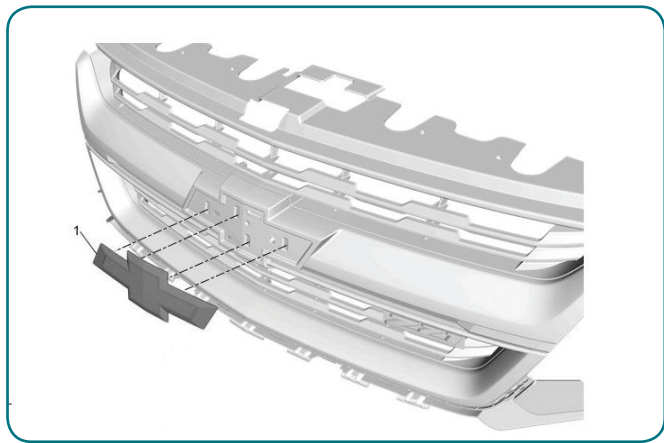
- Body Emblem Package Installation

Any warranty claims for inoperative fog lamps should be reviewed prior to submission to verify if any accessories were installed prior to the inoperative fog lamp condition being noticed.

📧 Thanks to Charles Hensley



Front Grille Package



Body Emblem Package

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Publisher:

John Meade
GM Customer Care and Aftersales

Editor:

Lisa G. Scott
GM Customer Care and Aftersales

Technical Editor:

Mark Spencer
✉ [mspencer@gpstrategies.com](mailto:m Spencer@gpstrategies.com)

Production Manager:

Marie Meredith

Creative Design:

5by5 Design LLC
✉ dkelly@5by5dzign.com

Fax number:

☎ 1-248-729-4704

Write to:

✉ TechLink
PO Box 500
Troy, MI 48007-0500

GM TechLink on the Web:

💻 [GM GlobalConnect](#)

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Proper 6.2L V8 Charge Air Cooling System Draining

The 6.2L V8 engine (RPO LT4) available in 2016-2018 Camaro ZL1, Corvette Z06 and CTS-V models features an Eaton Roots-type supercharger that creates a maximum boost pressure of 9.7 psi. The air entering the supercharger



Supercharged 6.2L V8 engine

is cooled by an integral intercooler to enhance the effectiveness of the supercharger. The intercooler uses conventional coolant in a system that is separate from the engine cooling system. It includes two charge air coolers/heat exchangers, a water manifold assembly, and a variety of sensors to monitor air temperature and pressure.

Drain and Fill after Service

Any time that the supercharger's cooling system is replaced, removed or separated from the engine, it must be properly drained and filled using the following special tools:

- GE-26568 Coolant and Battery Fluid Tester
- GE-47716 Vac-N-Fill Coolant Refill Tool
- GE-47716-30A Vac-N-Fill Green Colored Adapter (Camaro ZL1 and CTS-V)
- GE-47716-20 Cooling System Fill Adapter (Corvette Z06)

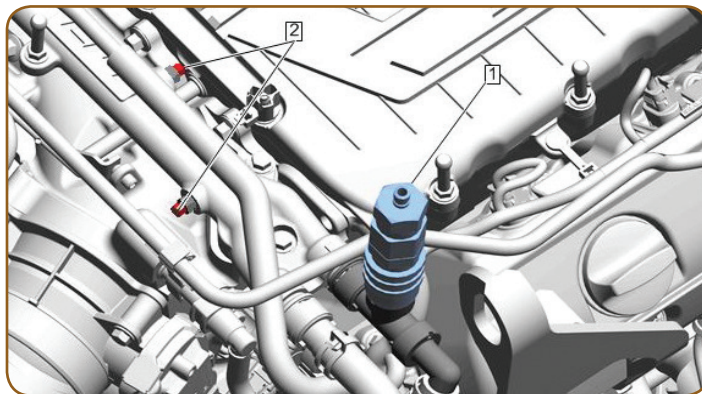
TIP: If the supercharger's cooling system is not properly evacuated and filled after service, DTC P0300 (Engine Misfire Detected) may set at high ambient temperatures during track speeds above 100 mph.

Special Tools

On Camaro ZL1 and CTS-V models, the drain plug for the Charge Air Cooler radiator is located behind the radiator lower baffle. Drain

the system by opening the two air bleeder valves on the supercharger water manifold.

On Corvette Z06 models, the Charge Air Cooler reservoir drain cock is located behind the right front wheelhouse liner. Loosen, but do not remove, the drain cock to allow coolant to drain.



GE-47716-30A Vac-N-Fill Adapter (#1)

Be sure to measure and record the amount of coolant drained.

Close the two bleeder valves or the drain cock and tighten to specification. It's critical that the system be completely free of air to prevent Charge Air Cooler pump noise and loss of system performance.

On Camaro ZL1 and CTS-V models, install the GE-47716-30A Vac-N-Fill Green Colored Adapter to the Charge Air Cooler quick connect fitting. On Corvette Z06 models, install the GE-47716-20 Cooling System Fill Adapter to the Charge Air Cooler fill port. Next, follow the instructions in the appropriate Service Information to attach the GE-47716 Vac-N-Fill tool to the appropriate adapter.

Use a 50/50 mixture of DEX-COOL coolant and clean, drinkable water. Always use more of the 50/50 mixture than necessary to eliminate air from being drawn into the cooling system.

After filling the system, inspect the coolant level and test the concentration of the coolant mixture using the GE-26568 Coolant and Battery Fluid Tester.

🙏 Thanks to Tracy Lucas

Service Know-How

10217.12V – Emerging Issues, December 14, 2017

The latest service topics from Brand Quality and Engineering are reviewed, including an in-depth look at fluid leakage vs. seepage and an introduction to the new 2018 Buick Regal.

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