



*Shown with options*

## Hunter Road Force Balancer Training Available to all GM Dealerships

A Hunter Road Force Balancer (Generation 3, 4 or 5) is essential equipment for all U.S. and Canadian GM dealerships. It is a critical tool for properly diagnosing tire/wheel assembly conditions.

The RFE13GM equipment package includes the Hunter Road Force Balancer Generation 5, a local ink-jet printer, overhead laser/light, wheel lift, basic installation and set-up, and initial on-site training.

After the initial training session, technicians may want a deeper understanding of all the capabilities of the Hunter Road Force Balancer. There are a number of training sources available — from the internal on-demand videos incorporated within the machine to online videos and GM Center of Learning courses — that offer a more in-depth look at the details of the equipment. The short videos also provide an easy-to-use quick reference on specific components and procedures.

### Hunter Internal On-Demand Videos

The Hunter Road Force Balancer (Generation 4 and 5) comes equipped with a number of on-demand videos that can be viewed on the machine's touchscreen. To view the videos, touch the Help button on the main screen and then select the Launch Video Player button. The main video menu screen will be displayed along with a list of video topics.

continued on page 2

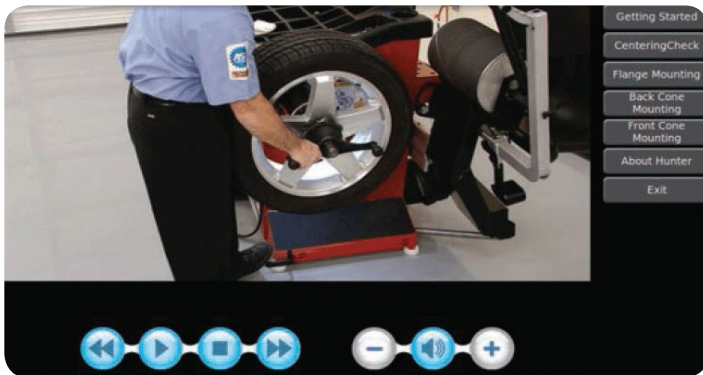
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**Customer Care and Aftersales**

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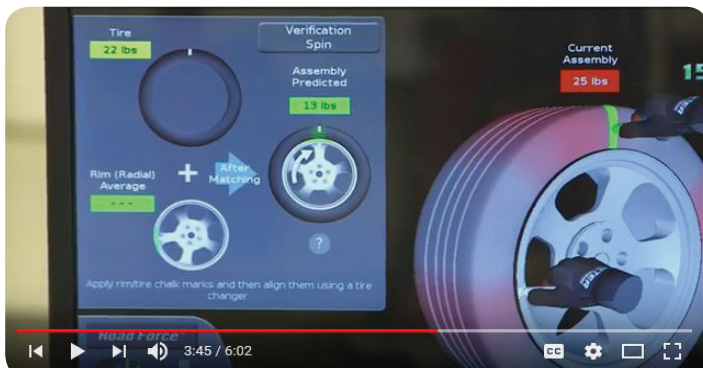


Main video menu screen

## Hunter Training

The Hunter Learning Channel on YouTube has a number of instructional videos covering the use of the Hunter Road Force Balancer as well as other common wheel/tire service procedures.

Hunter has developed a Force Matching 180 video following OEM specifications.



Additional Hunter videos include:

- Get Started
- Tape Weight Placement
- Interface Overview
- Clip Weight Placement
- Auto Weight Mode
- Back Collet Mounting
- Front Collet Mounting
- Tire Stack
- Bead Massage
- Force Matching

## GM Training

Numerous courses on noise, vibration and harshness (NVH) conditions caused by wheel and tire assemblies as well as other possible sources are available through the GM Center of Learning. The courses include Virtual Classroom Training, Hands-On Training, and Web-Based Training programs.

Current U.S. courses related to vibration concerns include:

- 13042.14D1-R2
- 13042.14D2-R2
- 13042.14H-R2
- 13042.14W
- 13044.19W (Service Know-How video)

Current Canadian courses related to vibration concerns include:

- 13042.14W
- 13026.16H

## Service Know-How 13044.19W

The GM Service Know-How course Hunter Gen 5 Components and Operation, 13044.19W, is a Web-Based Training course available through the GM Center of Learning.



The course reviews the components and operation of the Hunter Road Force Balancer, including:

- Balancing tire/wheel assemblies
- Performing a road force measurement
- Performing a Force Matching procedure
- Perform a 180 Matching procedure

The complexity and challenges of NVH diagnosis means it's critical to use all of the resources that are available, including the Service Information, Bulletins and the training references listed above.

For additional information on the Hunter Road Force Balancer and diagnosing wheel/tire vibrations, refer to Bulletin #17-NA-170, Bulletin #00-03-10-006M, Bulletin #10-03-10-001D, and #PI1354F.

🙏 Thanks to Chuck Berecz, Peter Joslyn and Mike Sculthorpe



# Oxygen Sensor Failure Due to Power Steering Leak

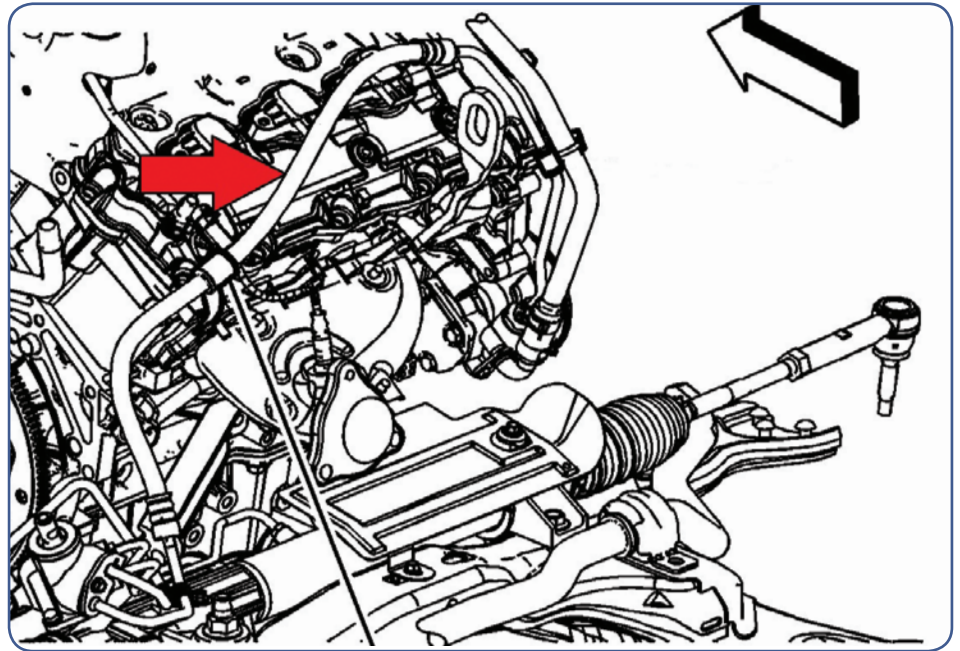
A rough idle, low power and an illuminated Malfunction Indicator Lamp (MIL) may be found on some 2016-2017 Acadia, Enclave and Traverse models. Several DTCs also may be set for the bank 1 oxygen (O2) sensor.

If these conditions are present, check for a power steering leak from the power steering hose above the wiring harness for the bank 1 oxygen sensor. The leak may be contaminating the O2 sensor wiring and impacting O2 sensor performance. In some cases, this may be a repeat concern.

To correct this condition, inspect the power steering inlet hose for any sign of leakage. If power steering fluid is found leaking onto the hose going into the O2 sensor wiring harness, it will be necessary to replace the bank 1 oxygen sensor and the engine wiring harness due to fluid contamination as well as the power steering gear inlet pipe/hose to stop the leak.

If no leak is found at the hose, proceed with the diagnostics outlined in the appropriate Service Information.

🙏 Thanks to Joseph Morehead



Check the power steering hose above the wiring harness for the bank 1 O2 sensor.

## New Look and Functionality for TechLink

You've probably noticing that the GM TechLink website has a new look. It's part of our efforts to continually update and revise TechLink in order to add to its functionality and ease of use for technicians, service consultants and other dealership service department personnel.

Along with the new look, the site has been reorganized with resources that may have been overlooked now presented in several menus at the top of the page, including several tool job aids and the latest engine oil charts.

The search function has been updated with search result summaries presented in an easy-to-review format.

Plus, the new Tags function will be used to categorize more articles and provide links to them all on one page. Currently, the Tools tag offers links to some of our tool reviews and related tool articles.

Finally, the printable PDF versions that summarize all articles still continue to be available in the PDF archive

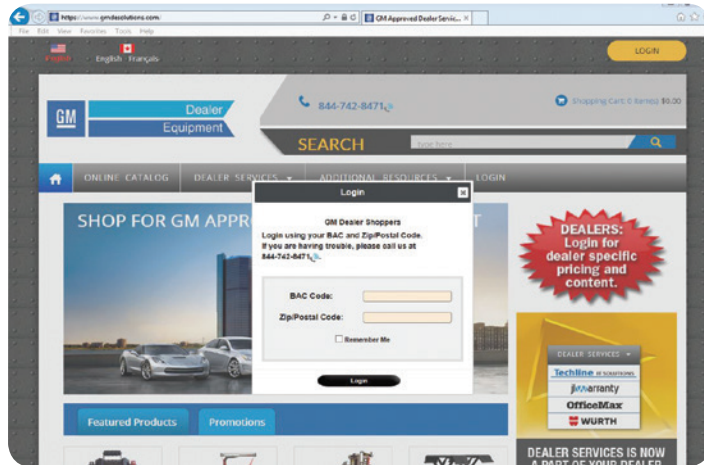
We're always looking for more ways to help you get the latest information you need in the dealership service department. If you have a suggestion for an article or a question on a topic we've covered, drop us a note by clicking the What Would You Like to See? link.



# Dealer Services Now Part of Updated GM Dealer Equipment Website

A change was made recently to the websites (U.S.) for GM dealer services, tools and equipment that will make it easier and more convenient for GM dealerships to shop for tools and equipment, order supplies and check GM guidelines. To enhance efficiency and reduce website complexity, the GM Dealer Services website DESdealerservices.com has been integrated into the recently updated GM Dealer Equipment website GMDEsolutions.com.

GM Dealerships and Fleet customers can log in to the updated Dealer Equipment website using their Dealer/Warranty Fleet BAC and zip/postal code to see dealer-specific pricing and content.

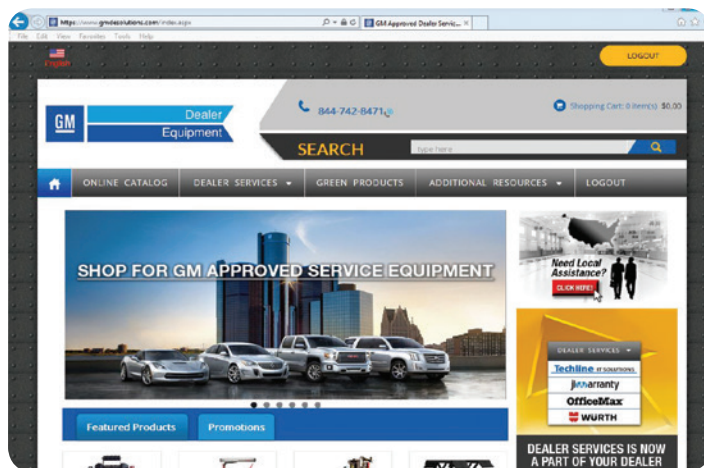


Log in to see dealer-specific pricing and content.

## More Information on One Website

The updated GMDEsolutions.com website includes:

- An online catalog of GM-approved dealership equipment
- Green products that are part of the GM Green Dealer program that can help reduce operation costs and improve efficiency.
- Techline IT Solutions, including business-grade hardware and other product offerings, and the GM IT Standards
- Warranty Solutions, including GM warranty claims processing service and management workshops.
- Wurth shop supplies and products
- Office supplies from Office Depot/OfficeMax



Updated website includes menus for Dealer Equipment and Dealer Services.

## GM IT Standards

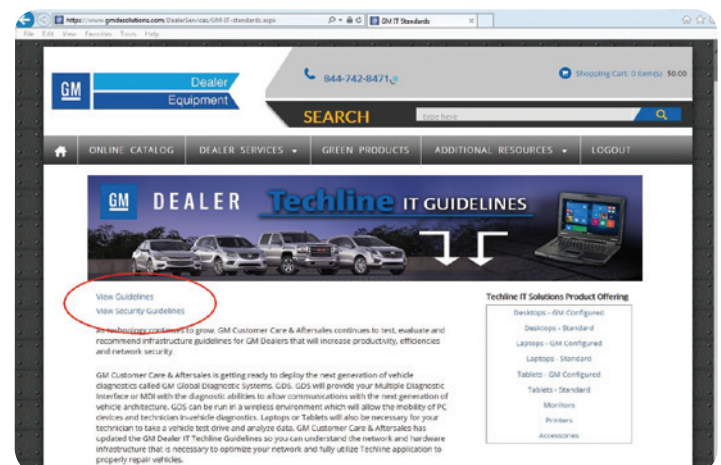
Be sure to check the GM Dealer Infrastructure Guidelines for the latest recommendations from GM before purchasing any computer equipment. Techline applications require specific specifications in order to function properly in the dealership environment. Techline will only support PCs that meet GM IT guidelines.

To view the latest guidelines:

1. Log in to GMDEsolutions.com
2. Select Techline IT Solutions from the Dealer Services tab.
3. Select the GM IT Standards link
4. Select the Guidelines link to view the GM Dealer Infrastructure Guidelines for technology requirements for dealer data communications or the Security Guidelines link to view the GM Dealer Security Guidelines for dealer data management.



Techline IT Solutions page



GM Dealer Infrastructure Guidelines link

## Special Service Tools

Special tools and essential tools are still available through gmtoolsandequipment.com, including diagnostic tools such as the MDI 2 as well as software downloads to update a variety of special tools, such as the Active Fuel Injector Tester (AFIT) and GR8 Battery Service Tool.

Thanks to Lisa Scott

Mid-January 2018



# Low Engine Oil Pressure after Major Engine Repairs

After major engine repairs, low engine oil pressure and DTC P06DE (Engine Oil Pressure Control Solenoid Valve Stuck On) set in the Engine Control Module (ECM) may be the result of an improperly installed or out-of-position timing chain tensioner gasket on some 2016-2018 Encore, Cruze, and Trax models equipped with the 1.4L 4-cylinder engine (RPO LE2); 2016-2018 Spark equipped with the 1.4L 4-cylinder engine (RPO LV7); 2016-2018 Malibu equipped with the 1.5L 4-cylinder engine (RPO L3A); and 2018 Equinox and Terrain models equipped with the 1.5L 4-cylinder engine (RPO LYX).

If low oil pressure is suspected, verify the oil pressure is below specification by completing the oil pressure diagnosis and testing procedures outlined in the appropriate Service Information. Also complete the Service Information diagnostics for DTC P06DE.

If oil pressure is confirmed to be below specification and major engine repairs were performed recently, check that the timing chain tensioner gasket is installed correctly and not out of position.

An incorrectly installed gasket may provide a leak path for pressurized oil to bleed off behind the timing chain cover.

When installing the timing chain tensioner gasket, ensure it lines up properly in relation to the mounting bolt holes.

🔧 Thanks to Richard Halas



Correctly installed gasket



Incorrectly installed gasket



Gasket properly lined up to mounting bolt holes

GM TechLink is published for all GM retail technicians and service consultants to provide timely information to help increase knowledge about GM products and improve the performance of the service department.

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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.

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