

Confirm Correct Labor Codes with New Warranty Job Aid Tool

Service Information

GM Warranty Job Aid

To Search, input a VIN and press Enter Key.

VIN: Note: All VIN are 17 characters in length

VEHICLE: Chevrolet 2015 Impala (VIN 1)

Search

Part Number: Labor Code:

01.069 PUMP-PUMP KIT, Engine Coolant

Part Number	Description	Usage	Year	Quantity
12657499	PUMP KIT,WAT(MUST USE THE NEW BOLTS WHEN INSTALLING) (CONTAINS GSKT AND BOLTS)(ACDelco #251-749)	GX,GY 3.6 (LFR)	2015-2016	01

SECTION: Engine/Propulsion - Engine Heating and Cooling

LABOR CODE: 4032750 Water Pump Replacement

Base	LABOR TIME:	0.8
To Fill Cooling System	ADD TIME:	0.3

When a warranty repair is made, are you sure you're using the correct labor code? The new GM Warranty Job Aid tool, found under the Labor Time Guide category in the Service Information (SI), provides an easy way for warranty administrators and technicians to verify the correct labor code to use when submitting a warranty transaction.

continued on page 2

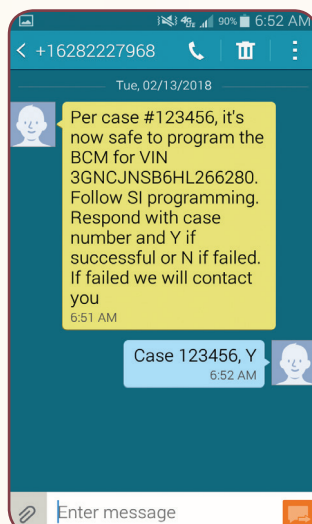
Never Miss a Call with the Techline Text Service

GM Techline has an available texting service that is a convenient way to follow-up with technicians on open cases with the Techline Customer Support Center (TCSC). Using the service means never missing a phone call again while waiting for additional information.

By texting with technicians, response times are reduced for getting information needed for various programming events, additional data can be gathered more quickly for researching a condition, or details can be sent faster to GM engineering to help determine a resolution.

Using the Text Service

Use of the Techline text service does not apply to all TCSC cases. The text service is only used when:



A text from the TCSC provides follow-up information.

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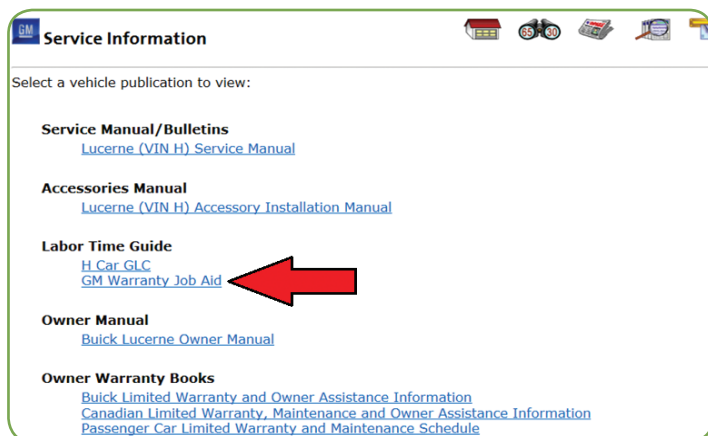
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Customer Care and Aftersales

Confirm Correct Labor Codes with New Warranty Job Aid Tool – continued from page 1



Service Information

Select a vehicle publication to view:

- Service Manual/Bulletins
[Lucerne \(VIN H\) Service Manual](#)
- Accessories Manual
[Lucerne \(VIN H\) Accessory Installation Manual](#)
- Labor Time Guide
[H Car GLC](#)
[GM Warranty Job Aid](#)
- Owner Manual
[Buick Lucerne Owner Manual](#)
- Owner Warranty Books
[Buick Limited Warranty and Owner Assistance Information](#)
[Canadian Limited Warranty, Maintenance and Owner Assistance Information](#)
[Passenger Car Limited Warranty and Maintenance Schedule](#)

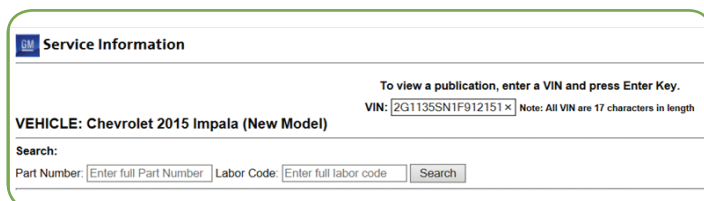
New GM Warranty Job Aid tool link in the Service Information

Using the tool to confirm the correct labor code can help in reducing the number of transactions rejected due to an incorrect labor operation. The tool supports data for 2005 and newer vehicles (excluding medium-duty trucks).

Technicians can help warranty administrators by noting the causal part — the part that failed and caused the need for the repair — on the job card when making warranty repairs. This is especially useful when two or more parts are replaced as part of a single repair because the labor operation assigned to a warranty transaction must be based on the causal part.

Based on the part numbers used for repairs, technicians can also access the tool to look up the applicable labor codes and note the codes on the job card.

How the Tool Works



Service Information

To view a publication, enter a VIN and press Enter Key.
VIN: [2G1135SN1F9121516] Note: All VIN are 17 characters in length

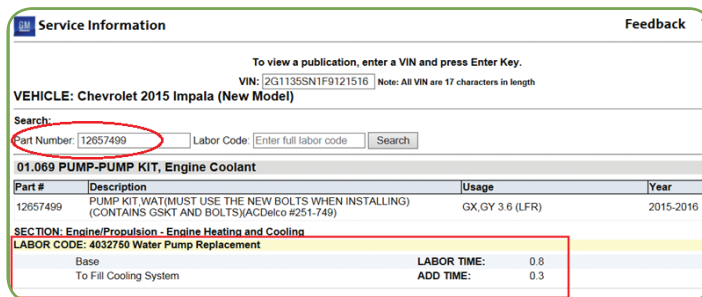
VEHICLE: Chevrolet 2015 Impala (New Model)

Search:

Part Number: [Enter full Part Number] Labor Code: [Enter full labor code] [Search]

Enter a part number or labor code.

To use the GM Warranty Job Aid, build the vehicle or enter the VIN on the home page of the Service Information. Once the GM



Service Information

To view a publication, enter a VIN and press Enter Key.
VIN: [2G1135SN1F9121516] Note: All VIN are 17 characters in length

VEHICLE: Chevrolet 2015 Impala (New Model)

Search:

Part Number: [12657499] Labor Code: [Enter full labor code] [Search]

01.069 PUMP-PUMP KIT, Engine Coolant

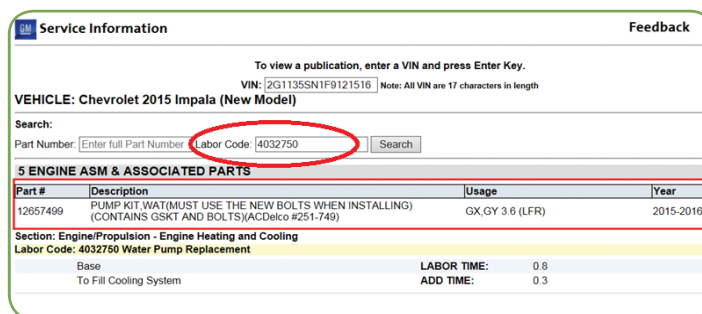
Part #	Description	Usage	Year
12657499	PUMP KIT, WAT(MUST USE THE NEW BOLTS WHEN INSTALLING) (CONTAINS GSKT AND BOLTS)(ACDelco #251-749)	GX, GY 3.6 (LFR)	2015-2016

SECTION: Engine/Propulsion - Engine Heating and Cooling

LABOR CODE: 4032750 Water Pump Replacement

Base	LABOR TIME:
To Fill Cooling System	0.8
	ADD TIME: 0.3

Enter the labor code to view the associated part number.



Service Information

To view a publication, enter a VIN and press Enter Key.
VIN: [2G1135SN1F9121516] Note: All VIN are 17 characters in length

VEHICLE: Chevrolet 2015 Impala (New Model)

Search:

Part Number: [Enter full Part Number] Labor Code: [4032750] [Search]

5 ENGINE ASM & ASSOCIATED PARTS

Part #	Description	Usage	Year
12657499	PUMP KIT, WAT(MUST USE THE NEW BOLTS WHEN INSTALLING) (CONTAINS GSKT AND BOLTS)(ACDelco #251-749)	GX, GY 3.6 (LFR)	2015-2016

SECTION: Engine/Propulsion - Engine Heating and Cooling

LABOR CODE: 4032750 Water Pump Replacement

Base	LABOR TIME:
To Fill Cooling System	0.8
	ADD TIME: 0.3

Enter the GM part number to view the associated labor code and time.

Warranty Job Aid link is selected, the VIN for the repaired vehicle will be requested, or if a VIN was entered, it will be displayed.

The tool can be used two convenient ways — either searching by part number or labor code.

- Enter a GM part number to obtain labor code information from the associated GM Labor Time Guide.
- Enter a labor code to obtain associated GM part numbers.

Compatibility View

If there is an issue accessing the Warranty Job Aid tool in Internet Explorer, such as seeing a blank screen when clicking the link, go to the Compatibility View settings by selecting the Tools menu or Tools icon. Make sure gm.com is not listed in the box of websites you've added to Compatibility View.

If the issue is not corrected, uncheck the Display intranet sites in Compatibility View selection.

☺ Thanks to Patti Marino

Never Miss a Call with the Techline Text Service

– continued from page 1

- The dealership contact has already called into the TCSC and a case for updating calibrations to a vehicle has been established.
- An immediate answer from the TCSC is not readily available and a callback is required.

A typical text message will include the case number, repair instructions, and details about a follow-up response, if necessary.

The Techline text service is not used without the permission of the dealership contact. When a TCSC case is established and the situation requires follow-up communication, the TCSC agent will ask if the dealership contact would like to get a text response. Depending on a user's mobile phone plan, the text service may incur normal data costs from the phone carrier.

☺ Thanks to Shawn Swales

Duramax Diesel Cooling System Pressure Test Adapter

When draining and filling the cooling system on 2017-2018 Silverado and Sierra models equipped with the 6.6L Duramax diesel engine (RPO L5P), the correct special tools must be used.

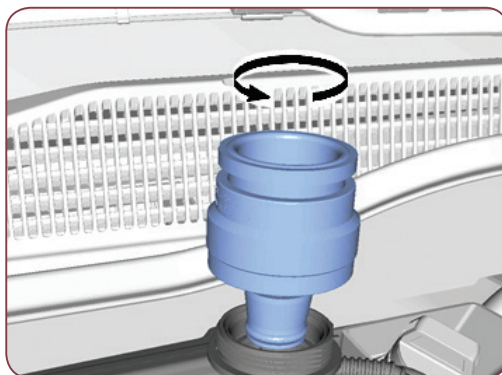
In some cases, instead of installing the GE-52098-A Cooling System Pressure Test Adapter on the radiator surge tank, an aftermarket pressure test adapter is being used instead that is not designed for evacuating and filling the cooling system. The adapter is a left-hand adapter that threads onto the top of the surge tank.

The GE-52098-A adapter has two seals and an extended component that close off the vent chamber portion of the surge tank. Without these two seals, the adapter cannot properly evacuate the cooling system because air will leak back in from the atmosphere vent cap on the side of the radiator surge tank.

An aftermarket adapter not designed for this application that doesn't have these seals cannot isolate the vent chamber and the atmosphere vent cap because it does not reach down to the lower sealing area for the cap. As a result, it pulls vacuum against the vent cap. Without a proper vacuum on the system, it will not fill correctly, and air in the cooling system can cause engine damage.

When draining and filling the Duramax diesel (L5P) cooling system, only the GE-52098-A pressure test adapter should be used. Do not use an aftermarket adapter not designed for this application.

🔧 Thanks to David MacGillis



The GE-52098-A adapter installs onto the surge tank.



Aftermarket pressure test adapter



GE-52098-A Cooling System Pressure Test Adapter

Camaro Rear Axle Moan

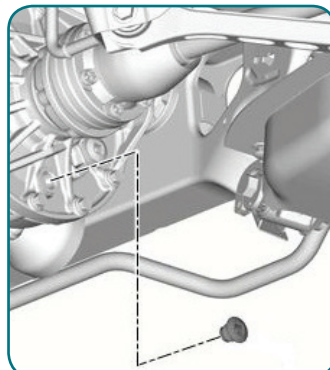
A moan sound may be heard from the rear of some 2016-2017 Camaro models while making a turn when the vehicle is cold or has sat for several hours. The sound usually is not noticeable after the vehicle has warmed up.

The moan sound may be caused by a slip/stick of the posi-traction clutch plates. If the sound is validated after driving the vehicle, replace the rear differential axle lubricant. The correct lubricant is critical for proper operation. Refer to the specifications in the appropriate Service Information. The correct lubricant is based on the engine/transmission components in the vehicle.

After replacing the rear differential axle lubricant, bring the gear lube up to operating temperature and perform multiple figure eight or lock steer turning maneuvers to work the gear lube into the clutch pack.

Allow the vehicle to cool back to ambient temperature and reevaluate the clutch moan sound. If the sound is still present, replace the rear differential axle lubricant and perform the steering maneuvers again. This sequence may need to be repeated several times to reduce or eliminate the moan sound. Be sure that the axle lubricant is brought up to operating temperature before each drain/fill.

🔧 Thanks to Ann Briedis



Rear differential axle drain plug

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.

Publisher:

John Meade
GM Customer Care and Aftersales

Editor:

Lisa G. Scott
GM Customer Care and Aftersales

Technical Editor:

Mark Spencer
mspencer@gpstrategies.com

Production Manager:

Marie Meredith

Creative Design:

5by5 Design LLC
dkelly@5by5dzn.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 Coolant Level on the 6.6L Duramax Diesel Engine

A Low Coolant message may be displayed on the Driver Information Center of some 2017-2018 Silverado and Sierra models equipped with the 6.6L Duramax diesel engine (RPO L5P). An inspection of the radiator surge tank may appear to show a low coolant condition.

The low coolant level in the radiator surge tank may be due to the fill process at the assembly plant, which cannot purge all of the air from the cooling system and the surge tank. After the engine has been thermally cycled, air rises and causes the coolant to become lower than when initially filled.

Coolant Levels

During a Pre-Delivery Inspection (PDI), the coolant level may appear low, but is at a level high enough to keep the Low Coolant message off.

During PDI, coolant should be added to fill the upper chamber of the radiator surge tank.

A coolant level that is low enough to turn on the Low Coolant message will be below the horizontal line



Coolant level at PDI. Coolant should be added to the surge tank when coolant is at this level.



Low coolant level that will turn on the Low Coolant message.



A full coolant level in the surge tank.

across the radiator surge tank. The horizontal line is a baffle inside the surge tank that keeps the coolant from sloshing inside the tank and tripping the coolant level sensor, which is located below the baffle.

A full coolant level will show the coolant at the bottom of the radiator surge tank fill neck.

Filling the Tank

If a low coolant level is found, add one quart (0.946 liter) of Dex-Cool® coolant to the upper chamber of the coolant surge tank in order to bring the level up to the bottom of the surge tank fill neck.

TIP: The L5P diesel engine radiator surge tank has two different surge tank caps. The fill cap used to fill the system is located on top of the tank. It is a non-pressurized radiator surge tank cap with left hand threads.

Refer to Bulletin #17-NA-110 for additional information.

🙏 Thanks to David MacGillis

Service Know-How

10218.02V – Emerging Issues - February 8, 2018

The latest service topics from GM Brand Quality and Engineering are covered, including a demonstration using an on-car brake lathe and axle seal replacement on the 6T35 automatic transmission

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