

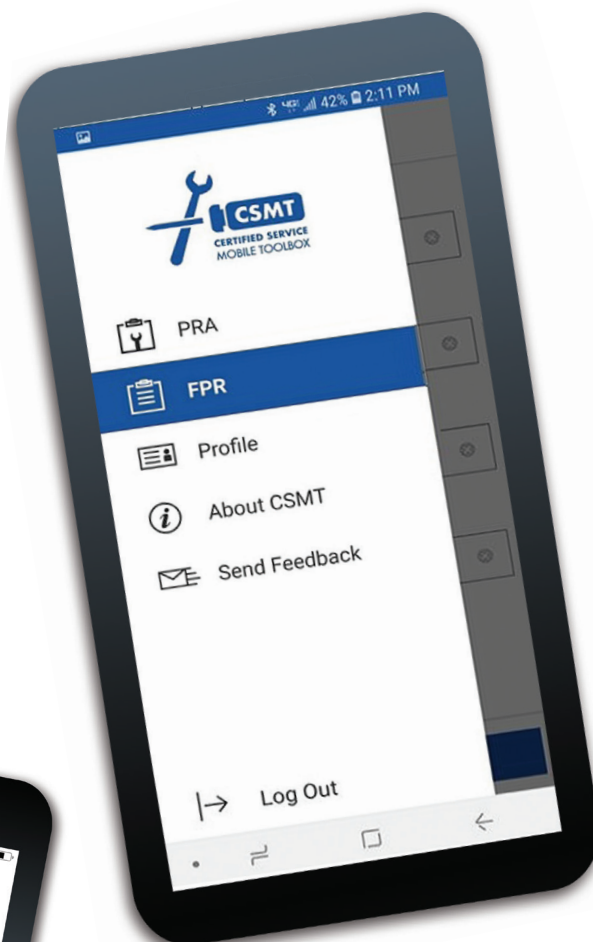
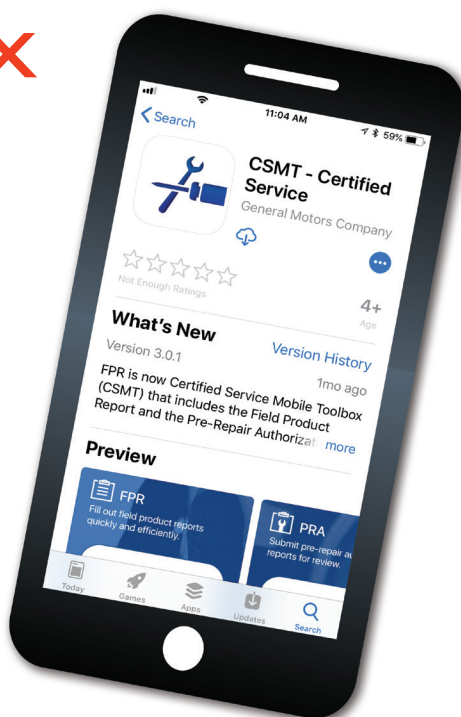
Updated Field Product Reporter App Part of New Certified Service Mobile Toolbox

The GM Field Product Reporter (FPR) mobile application (U.S. only) makes it easy to create and submit a product report in only a few steps using your mobile phone. The FPR app was recently updated and combined with other service functions that are now accessible through the new Certified Service Mobile Toolbox (CSMT).

The CSMT includes the FPR app as well as the new Pre-Repair Authorization (PRA) app. The PRA app includes a more efficient process for warranty transactions when specific components are replaced.

The CSMT is free and can be found on the app stores for Apple and Android devices. It will work with iPhones using IOS 10 or higher and Android phones using version 5 or higher.

To use the app, download it to your mobile device and log in using your GlobalConnect ID and password (user profile information may be requested on the initial use), and then start filling out the required fields. If you have the FPR icon already downloaded to your device, update the app and the new CSMT icon will replace it.



Download the app for Android and Apple devices.

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Customer Care and Aftersales

Updated Field Product Reporter App – continued from page 1

The FPR app and other features are available from the main screen of the CSMT.

Using the App

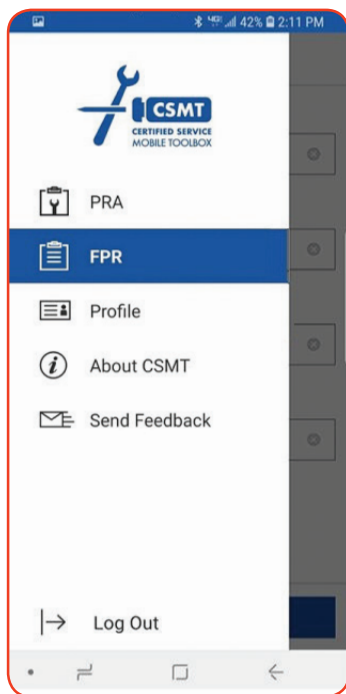
When using the app, tap in any box and a keyboard will appear. Tap outside of a box to scroll the page. The fields highlighted with an asterisk are required to submit a report, including:

- VIN (last 8 lookup or full VIN)
- Odometer
- Condition

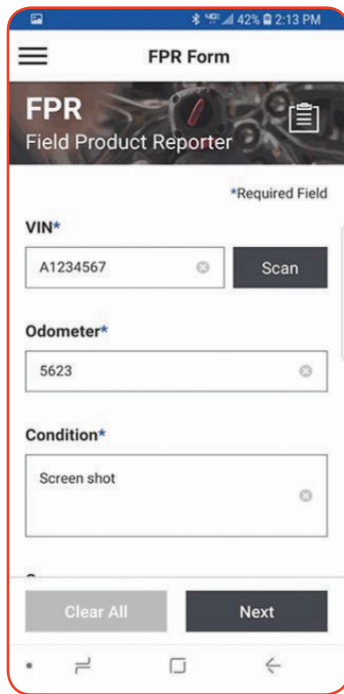
The full VIN or the last eight characters of the VIN can be used (VIN confirmation and/or lookup from the last eight will occur on the final step prior to submission of the report).



New CSMT icon



Access the FPR app from the CSMT menu.



Enter the full VIN or the last eight characters.

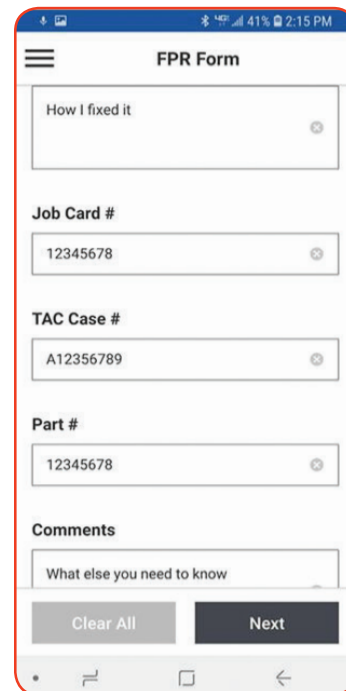
The VIN also can be pulled from the QR code on the Certification label, located on the driver-side B-pillar. To scan the QR code, press the Scan button and position the camera so the QR code fills the box shown on the screen.

After completing all the fields, including entering additional information such as Cause, Correction, TAC Case number, Job Card (RO) number, and Part Numbers, scroll down to view a camera icon. Up to six photos and up to 30 seconds of video (includes audio) can be attached with the report.

Select OK to approve each photo or video. Each of the approved photos and video will appear in a gallery. When you've completed taking photos/video, the camera will display how many are attached. Photos and video cannot be imported to or exported from the app.



Scan the QR code to pull the VIN from the Certification label



Complete all fields on the form.

A preview of the report will be shown. Select Next to choose which email function to use to send the report (e.g., GMAIL). A selection must be made from the choices provided.

Once you have made a selection, the report will be shown. Scroll down to view the entire report. Select the Send icon from the app. The Send icon may vary depending on the type of phone.

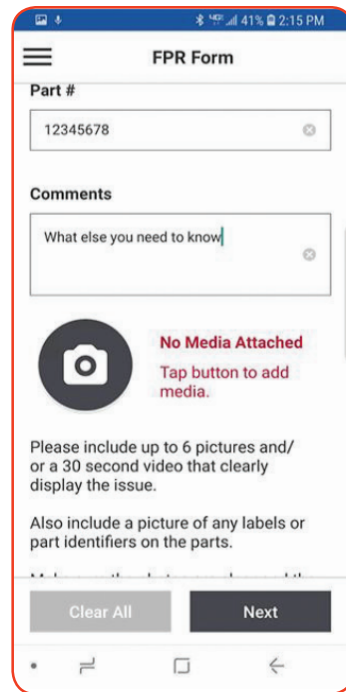
TIP: Do not use the back button or the phone's menu back button when viewing the report. Using these back buttons will cancel the report and erase all entries and photos.

After sending a report, the app will provide a confirmation message that the report has been submitted. All photos and videos will be deleted from the device.

Email a Report

In addition to the FPR app, reports can still be submitted via email in the U.S. Fill out the form located on GM GlobalConnect > Service tab > Service Forms and email it to electronicproductreport@gm.com.

In Canada, reports can be submitted online via the PIR Online app located in the Service Department page of GM GlobalConnect.



Tap the camera icon to add photos or video.

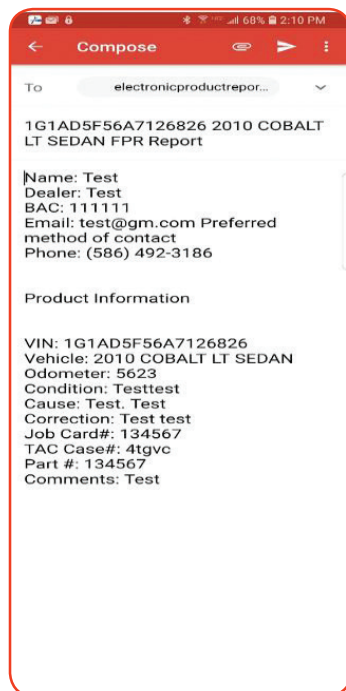
continued on page 3

Updated Field Product Reporter App – continued from page 2

Importance of Field Product Reports

Dealership employees play a key role in reporting product issues using the Field Product Reporting process (in Canada, referred to as the Product Information Reporting process). The timeliness and detailed information in these reports are extremely important to the product problem resolution process.

Field Product Reports can be helpful in communicating a number of conditions, such as wiring harness routing damage (submitted with photos), emerging repetitive repairs not addressed by a Bulletin or PI, or significant issues not covered under warranty (including conditions considered normal operation or found during PDI). Keep in mind that field product reports can be submitted for all GM models, including Low Cab Forward trucks and MD trucks.



The report is shown before it is submitted.

- Allow GM Engineering to review concern and repair information directly from the dealership/service technician
- Provide feedback to GM plants on potential build issues

The details in the Field Product Reports provided by first-hand observations from technicians help to collectively identify and address all types of emerging issues, including safety concerns, that affect new vehicles. This information is especially critical during the launch of new models.

When considering if submitting a product report is necessary, determine if it meets the following three critical points:

Critical Product Concern – Safety concern, no start, walk-home condition (including vehicles towed to dealerships or involving leaking fluids)

Critical Timing – Safety concern, vehicle in dealership, plant build concern

Critical Information – Safety concern, vehicle in dealership with issue present, plant build issues

TIP: Service Information, Bulletin information and Labor Time Guide issues should be addressed through Service Information Feedback, not a Field Product Report.

Submitting a Field Product Report only takes a few minutes. Information in the report should be clear, accurate, and as descriptive as necessary to fully explain the issue. Also include the job card number, TAC case number, and part numbers, if applicable.

For more information about when and how to submit a Field Product Report, refer to the latest version of Bulletin #02-00-89-002 (U.S.) or Bulletin #10-00-89-006 (Canada).

🙏 Thanks to Eddie Simcox

Why are Field Product Reports Needed?

Field Product Reports provide:

- Early identification of emerging issues (starting point)
- Provide direct feedback to GM Engineering on customer concerns
- Provide real-world examples to GM Engineering

Charge Air Cooler Moisture Conditions

Some 2018 Equinox and Terrain models equipped with the 1.5L 4-cylinder engine (RPO LYX) or 2.0L 4-cylinder engine (RPO LTG) may have an illuminated Check Engine lamp and DTCs P0299 (Engine Underboost), P2227 (Barometric Pressure Sensor Performance), or P0300 (Engine Misfire Detected) may be set.

The DTCs may set due to moisture build-up inside the charge air cooler. Long drives through rainy conditions and/or high humidity conditions (heavy fog) may cause moisture to collect in the charge air cooler.

Under heavy acceleration, moisture can be drawn into the engine, which would cause DTC P0300. In cold temperatures, ambient and PCV moisture can freeze in the charge air cooler, which would restrict flow and cause DTCs P0299 and/or P2227.

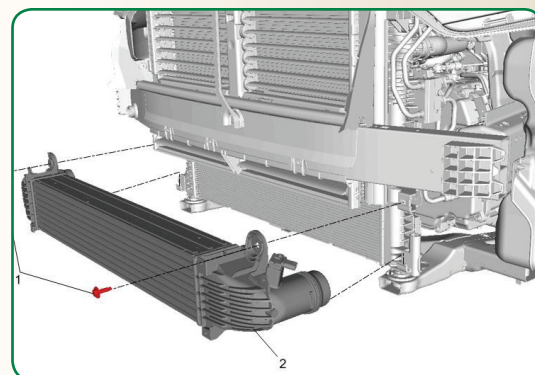
If these conditions are found, perform a smoke leak test of the charge air cooler. If a leak is determined, replace the charge air cooler. A newly designed charge air cooler is now available.

If there is not a leak, but DTCs P0300, P0299 and/or P2227 are set, check the build date of the vehicle.

- For vehicles built after March 1, 2018, refer to the appropriate Service Information for additional diagnostic information.

- For vehicles built before March 1, 2018, replace the charge air cooler with the newly designed part.

On vehicles equipped with the 2.0L engine (RPO LTG), remove the boost sensor from the intake charge pipe to the throttle body and wipe the area with a clean rag to remove any residual moisture.



Charge air cooler

🙏 Thanks to Kris Villegas

Boom or Moan Sounds from Active Noise Cancellation System

The Active Noise Cancellation (ANC) module filtering function may not be operating properly or the ANC microphone may not be seated correctly in the headliner on some 2016-2018 Malibu models. As a result, a loud boom, moan or phasing sound may be heard from the infotainment system either at a low speed/low RPM or at a high speed/high RPM.

If the boom, moan or phasing sound is noticed, check the ANC microphone for the following:

- Microphone resistance is 105k to 110k ohms
- Microphone is centered in the opening in the headliner
- Microphone is mounted flush to the headliner with no gaps.

The microphone shown below is not flush with the headliner.

After correcting the positioning of the ANC microphone, if needed, drive the vehicle at a low speed/low RPM — approximately 15–20 mph (24–32 km/h) or 1,100–1,200 RPM — and at a high speed/high RPM — approximately 60–70 mph (97–113 km/h) or 1,900–2,000 RPM — to verify if the sound is still present.

If the boom/moan sound is confirmed at a high speed/high RPM, replace the ANC module.

If the boom/moan sound is confirmed at a low speed/low RPM, disconnect the ANC module X3 connector. Drive the vehicle again at a low speed/low RPM. If the sound is eliminated, leave the X3 connector disconnected and secure it to prevent any rattling.

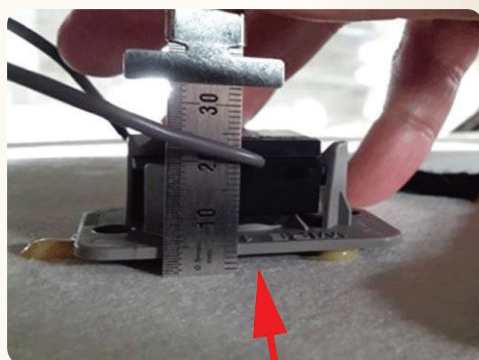
If disconnecting the X3 connector did not eliminate the sound, refer to Symptoms – Entertainment in the appropriate Service Information for additional diagnostic information.

For additional information and part numbers, refer to Bulletin #18-NA-255.

☺ Thanks to Calvin Kohring



ANC microphone centered in the headliner opening



ANC microphone not flush with the headliner

New Vaportek Odor Eliminator System

The Restorator from Vaportek is a new odor eliminator system now available through GM Dealer Equipment. Based on GM testing, the easy-to-use, portable system effectively eliminates odor contamination quickly and safely. Primarily intended for delivering a fast, high-intensity treatment, it uses Vaportek's patented spill-proof essential oil cartridges to release a non-toxic, odor-neutralizing dry vapor into the air to neutralize organic-based odors and smoke odors. The penetrating vapor quickly controls and eliminates unpleasant smells caused by sources such as smoke, moisture, humidity, food, and biological odors.

Originally developed for use in medical facilities, the Restorator system treats up to 20,000 cubic feet using a replaceable, nontoxic, natural essential oil cartridge. Each cartridge is rated for approximately 270 hours of use. Replacement cartridges are available separately.

Dealer Equipment
GMDEolutions.com

Shop for Equipment Online:
GMDEolutions.com

To Place Your Order, Call:
844-742-8471

Eliminate Organic Odors with Vaportek!

Dry vapor system utilizes natural essential oils to neutralize organic based and smoke odors!

A simple solution with many potential applications for your dealership including:
office/storage areas, showrooms, service facilities, and vehicles.

GM TESTED,
GM APPROVED!

FOR ODOR REMOVAL

NEW!

VAPORTEK The Restorator®

The Restorator is an easy-to-use, portable system that eliminates odor contamination quickly and safely. It uses Vaportek's patented spill-proof essential oil cartridges to release an odor-neutralizing dry vapor into the air. Penetrating vapor quickly controls and eliminates malodor caused by smoke, flood damage, food, and biological odors, among others.

FEATURES:

- Treats up to 20,000 cubic feet
- Uses one replaceable, nontoxic, natural essential oil, spill-proof cartridge rated at approx. 270 hours of use
- Primarily intended for delivering a fast, high-intensity treatment; not for continuous, long-term use
- Durable 22-gauge clad steel case & ABS end caps
- Made in the U.S.A. since 1979
- CSA / UL listed

AVAILABLE IN FOLLOWING SYSTEM PACKAGES:

Restorator for Organic Odors System
Includes (1) Restoration Cartridge, 3X Industrial for Elimination of Organic Odors
MODEL NO. VPT905200
Reg. Dealer Price: \$318

Restorator S.O.S. System
Includes (1) Restoration Cartridge, S.O.S. Smoke Odor Solution
MODEL NO. VPT90520085
Reg. Dealer Price: \$318

RESTORATION REPLACEMENT CARTRIDGES:

3X Industrial for Elimination of Organic Odors
MODEL NO. VPT905150
Reg. Dealer Price: \$75

S.O.S. Smoke Odor Solution
MODEL NO. VPT90515085
Reg. Dealer Price: \$75

Call 844-742-8471 | Visit GMDEolutions.com

All products sold U.S. shipping point. All applicable freight, installation and fee are additional and will be added at time of service. Prices are subject to change without notice. Promotional pricing in effect through December 31st, 2018. GMDE00017 1/18

The following packages are available:

- Restorator for Organic Odors System (VPT905200) – Includes one Restoration Cartridge for the elimination of organic odors
- Restorator S.O.S. System (VPT90520085) – Includes one Restoration Cartridge with S.O.S. Smoke Odor Solution

The Restorator system is intended for fast, high-intensity treatments, not for continuous, long-term use.

For more information, visit GMDEolutions.com.

☺ Thanks to Chuck Berecz

Bolt EV Not Charging to Full Capacity

Some 2017-2019 Bolt EV models may not have charged to a full charge level, as shown on the power indicator gauge on the instrument cluster, after a complete vehicle charge event. The top indicator bar on the charge gauge will not be illuminated.

The vehicle may not charge to full capacity based on the vehicle settings. These settings differ depending on model year.

2017-2018 Models

If the vehicle is not charging to full capacity, check if the Hill Top Reserve setting is selected. Hill Top Reserve enables regenerative braking efficiency to be maximized when driving from a higher elevation immediately after charging. When this feature is turned on, charging will stop before the high voltage battery is fully charged, which allows space for energy from regenerative braking.

TIP: Regenerative power may be limited when the battery is near a full charge or cold. The regen battery icon in the power indicator gauge will appear gray when limited.

To check if the Hill Top Reserve setting is on, press the Energy button on the infotainment screen and then select Energy settings > Hill Top Reserve. Press the On/Off button to select or deselect the setting.

2019 Models

If the vehicle is not charging to full capacity, the Target Charge Level may be activated and set to a lower charge rate than 100%. With this setting, a reminder will be displayed on the instrument cluster indicating Target Charge Level Active.

The Target Charge Level allows the charging range to be set based on what is needed. For example, when charging at a public pay station and a full charge is not needed, the Target Charge Level can be set to only get as much range as needed.

To determine if the Target Charge Level is turned on, press the Energy button on the infotainment screen and then select Charging > Target Charge Level. Adjust the charge level to the desired level of charging capacity using the plus/minus buttons on the screen.

🗣️ Thanks to Chuck Wieseckel



Hill Top Reserve option in Energy Settings



Target Charge Level setting

Transmission Oil Cooler Flush Requirements

Recent GM studies have shown that automatic transmission oil cooler flush requirements have limited benefit on many current transmission repairs. Based on the studies, GM will no longer require a mandatory flush and flow test of the transmission oil cooler and the oil cooler pipes — including the auxiliary transmission oil cooler, if equipped — to be performed in every instance of transmission or torque converter replacements or internal transmission repairs. As a result of this policy change, transmission repairs will be simpler, the environmental impact of waste oil will be reduced and Global Warranty Management transaction processing will be simplified.

Transmission Repair Policy Changes

Effective December 1st, 2018:

- Job cards will no longer require a transmission flush code from the DT-45096 Transmission Oil Cooling System Flush and Flow Test Tool (DT-45096 TransFlow® machine).
- The Flush Code field in Global Warranty Management related to all applicable transmission labor operations should be left blank. The field will be eliminated mid-December.
- The Warranty Support Center will no longer require a flush code on warranty transactions.

Repair procedures in the Service Information will be updated to reflect the elimination of the transmission cooler flush requirement. In addition, related service bulletins, the labor time guide, and the GM Service Policies and Procedures Manual will be updated accordingly.

The DT-45096 TransFlow machine continues to be a valuable GM Essential Tool that should be used when diagnosing transmission overheating conditions or a transmission failure due to a lack of lubrication. Technicians should continue to document the TransFlow code in the correction comments of the job card in instances when the DT-45096 flow test procedure is used to diagnose an overheating or lubrication concern.

TIP: Use only the appropriate GM automatic transmission fluid when performing a transmission repair. If the fluid in the DT-45096 TransFlow machine is different than what is used in the transmission, after performing the flush and flow test, use compressed air to blow the residual transmission fluid out of the transmission oil cooler and lines.

A new repair procedure for the DT-45096 TransFlow machine to exchange fluid also has been developed to address torque converter clutch shudder on 8L45 and 8L90 8-speed automatic transmissions (RPOs M5T, M5N, M5U, M5X).

Look for more information to be released soon in a service bulletin and the December 2018 Emerging Issues seminar (10218.12V).

📧 Thanks to Mark Gordon



DT-45096 TransFlow machine

TECH LINK

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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