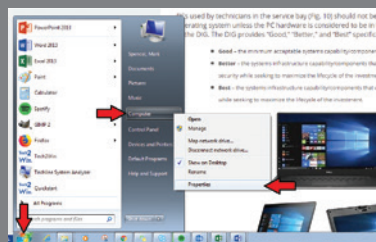


New Diagnostic Charge Battery Station Available Soon



End of Windows 7 Support

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New

Diagnostic Charge Battery Station

Available Soon

The next generation Diagnostic Charge Battery Station (DCBS), available beginning in July 2019 from GM Dealer Equipment, promises to make battery testing faster and easier. Integrating the latest technology, the DCBS will be able to perform comprehensive battery diagnostic services in less than 20 minutes. The new DCBS will be replacing the EL-50313 Midtronics GR8 Battery Tester/Charger currently offered through GM Dealer Equipment.

NEW DIAGNOSTIC CHARGE BATTERY STATION

The GR8 and the new DCBS are the only units that are capable of producing battery warranty codes when required and GM will continue to accept codes for warranty claims from both units. The warranty code is required for all warranty claims for battery replacement to help in analyzing battery failures and improve product quality.

The new DCBS uses the latest technology to increase the performance, versatility and accuracy needed for battery testing and diagnosis.

COMPREHENSIVE DIAGNOSTICS

The DCBS features:

- Comprehensive battery diagnostic services using a smart logic test sequence to produce in-depth test results for lead acid, Absorbent Glass Mat (AGM) and Enhanced Flooded Battery (EFB) batteries. Plus, it tops off the battery when deemed a good battery.
- Integrated GM vehicle database with the battery specifications for GM vehicles to speed up the diagnostic process



- Rapid vehicle identification that offers the capability to read and translate 1D barcodes and 2D QR codes
- Integrated ½ CCA load tester can manage load on 1500 CCA battery
- Integrated reserve capacity (RC) tester for true RC measurement
- Clean, conditioned and controlled power supply for control module calibration updates
- Remote handheld diagnostic tester (rechargeable) can be used in the service lane while the unit is charging/maintaining a battery
- Software updates that help ensure the latest data is being used (includes four free software updates per year)
- Formatted for use in 28 different languages
- Built-in 80 Amp power source (Capable of 100 Amp with proper power source)
- Thermal IR Printer for printing service records/battery test results
- PDI (Pre-Delivery Inspection) Mode to check/charge the battery on new vehicles received at the dealership
- Cold battery detection and battery warming function
- Wi-Fi and Bluetooth capable

CONTINUED ON PAGE 3

Generator Conditions Due to Water Leak



Remote handheld diagnostic tester

Service departments are encouraged to review their battery testing and charging equipment and determine how the new DCBS can help meet their needs today and in the future.

The current GR8 Battery Tester/Charger can still be used for warranty code generation. Servicing of the GR8 will continue through Midtronics for 2019.

SPECIAL OFFER

As production of the new DCBS begins, GM Dealer Equipment is offering a promotional price that is \$200 off the regular unit price for all advanced orders placed April 10 through July 31, 2019. Advanced orders will not be billed until units are shipped. DCBS orders will be shipped in the order in which they were received starting in July 2019.

Additionally, dealers may utilize their iMR- Service Lane Technology Fund for up to 100% reimbursement for all advanced orders placed during the promotional period.

For information or assistance in placing orders for the new DCBS, call 844-742-8471 or visit GMDEolutions.com

► Thanks to Rob Kennedy

Some 2018-2019 Express and Savana vans equipped with the 4.3L V6 engine (RPO) LV1 may have a hard start condition, broken fan belt, loss of power steering or loss of power brake assist. These conditions may be the result of water leaking from the cowl area into the generator vents. Under certain weather conditions, the water may freeze inside the generator and prevent it from turning.

If these conditions are found, replace the generator, fan belt, and any other pulleys that have been contaminated with rubber build-up from the belt heating up.

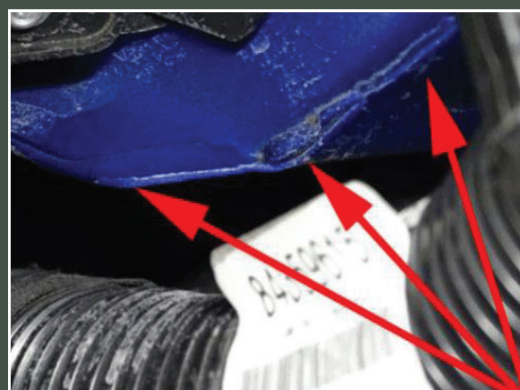
The common location for the water leak is at the lower cowl of the engine compartment.

Remove the air inlet grille panels and the windshield wiper module to access the inner lower right-side cowl seam.

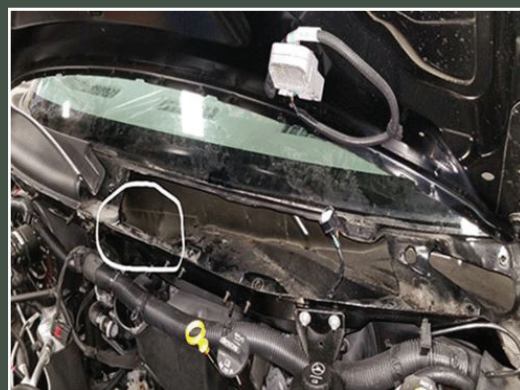
Apply Kent Automotive High-Tech Clear Seam Sealer to the seam. Be sure to apply the sealer to the entire inner lower right-side seam.

Refer to Bulletin #19-NA-037 for additional information.

► Thanks to Matt Singer



Leak location at the lower cowl.



Inner lower right-side cowl seam



Apply sealer to the entire seam.

End of Windows 7 Support

Techline computers in GM dealerships running a Windows 7 Professional operating system (OS) must be replaced by December 31, 2019 in order to receive assistance from the Techline Customer Support Center (TCSC) in 2020. Microsoft has announced that it will end support for Windows 7 on January 14, 2020.

CHECK YOUR PROCESSOR BEFORE UPGRADING

Currently, Windows 10 Professional, 64 bit, is the recommended OS for all Techline computers. Do not update the operating system from Windows 7 to Windows 10 Pro unless the computer processor is an Intel 6th Generation or better processor.

To check the processor system on your computer, select Start > right click Computer > left click Properties.

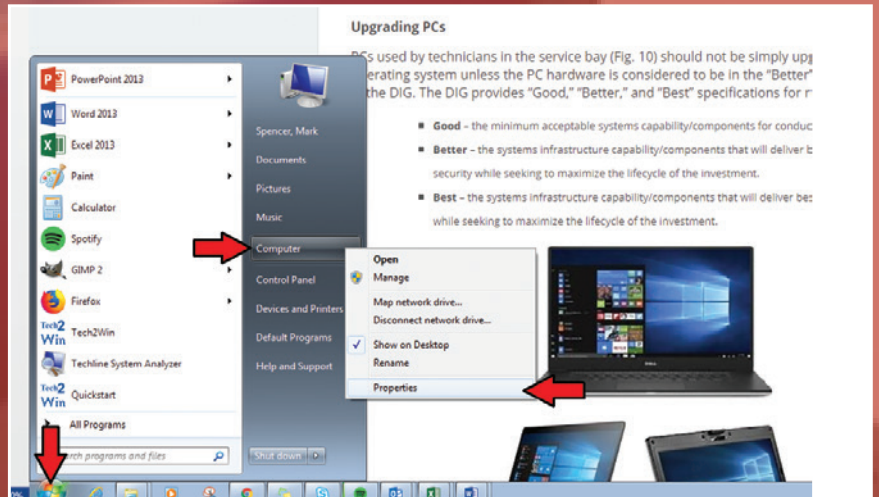
The generation of the processor is the first number after i7, i5, or i3. In the example shown, the number 5 listed after i3 indicates that the Intel Core i3-5005U processor is the 5th generation.

NEW COMPUTER CONSIDERATIONS

When replacing a Techline computer, refer to the "Best" column for recommended computer specifications in the latest GM Dealer Infrastructure Guidelines (DIG). In addition, with the rollout of Techline Connect, computers running an Intel 7th generation or better operating system will offer the best performance.

To view the latest DIG as well as computers for purchase, go to gmdesolutions.com and select the Dealer Services tab. Once you've input your BAC and zip code, select Techline IT Solutions from the Dealer Services menu.

► Thanks to Lisa Scott



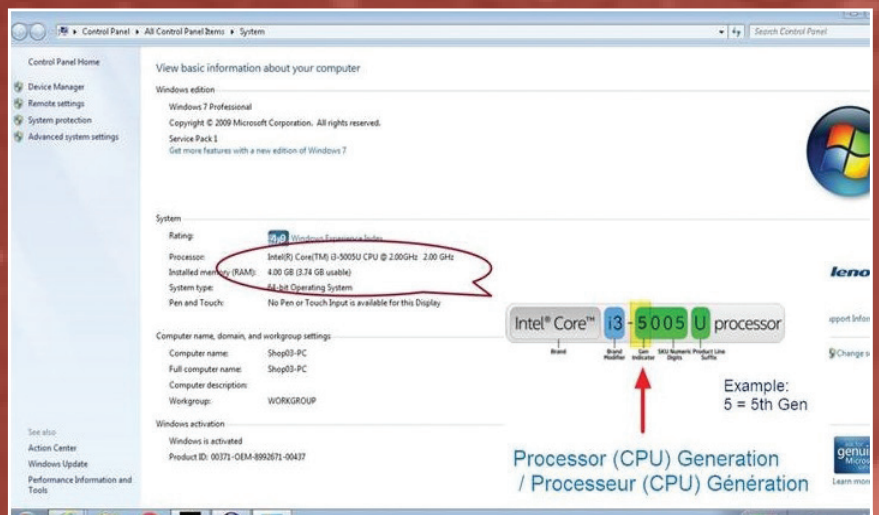
The screenshot shows the Windows 7 Start menu with the 'Computer' option highlighted. A red arrow points to 'Computer', and another red arrow points to 'Properties' in the context menu. A third red arrow points to the 'Start' button at the bottom left. To the right, there is a text box titled 'Upgrading PCs' with three bullet points: 'Good', 'Better', and 'Best', each describing a level of system capability. Below the text box is an image of a laptop and two tablets.

Upgrading PCs

PCs used by technicians in the service bay (Fig. 10) should not be simply upgraded to a new operating system unless the PC hardware is considered to be in the "Better" or "Best" category of the DIG. The DIG provides "Good," "Better," and "Best" specifications for PCs.

- **Good** - the minimum acceptable systems capability/components for conducting basic tasks.
- **Better** - the systems infrastructure capability/components that will deliver better performance and security while seeking to maximize the lifecycle of the investment.
- **Best** - the systems infrastructure capability/components that will deliver the best performance while seeking to maximize the lifecycle of the investment.

Select Start > right click Computer > left click Properties



The screenshot shows the Windows 7 'System' window in the Control Panel. It displays basic information about the computer, including the Windows edition (Windows 7 Professional), system type (64-bit Operating System), and processor details. The processor is identified as 'Intel(R) Core(TM) i3-5005U CPU @ 2.00GHz 2.00 GHz'. A red circle highlights the 'i3-5005U' part of the processor name. To the right, there is a diagram of the Intel Core i3-5005U processor with a red arrow pointing to the '5' in '5005U'. Below the diagram, the text 'Processor (CPU) Generation / Processeur (CPU) Génération' is displayed, followed by an example: 'Example: 5 = 5th Gen'.

View basic information about your computer

Windows edition
Windows 7 Professional
Copyright © 2009 Microsoft Corporation. All rights reserved.
Service Pack 1
Get more features with a new edition of Windows 7

System

Processor: Intel(R) Core(TM) i3-5005U CPU @ 2.00GHz 2.00 GHz
Installed memory (RAM): 4.00 GB (3.74 GB usable)
System type: 64-bit Operating System
Pen and Touch: No Pen or Touch Input is available for this Display

Computer name, domain, and workgroup settings
Computer name: Shop03-PC
Full computer name: Shop03-PC
Computer description:
Workgroup: WORKGROUP

Windows activation
Windows is activated
Product ID: 00373-CEM-8952671-00437

Intel® Core™ i3-5005U processor

Example: 5 = 5th Gen

Processor (CPU) Generation / Processeur (CPU) Génération

Check the first number after i7, i5, or i3.

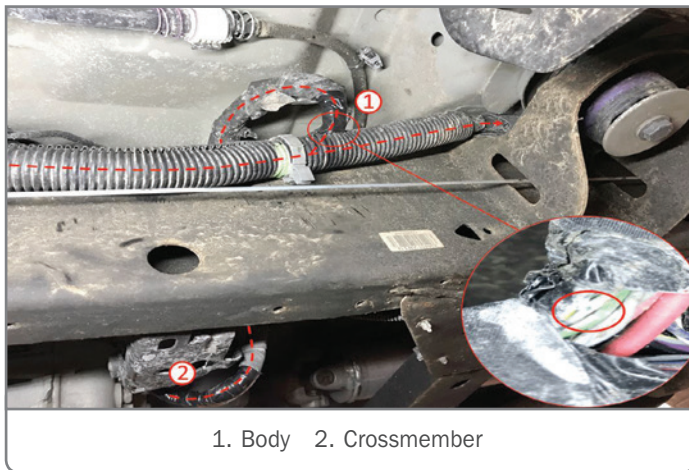
Multiple Electrical Concerns Due to Wiring Harness Contact

There may be several electrical conditions on some 2017-2018 Silverado and Sierra and 2019 Silverado LD and Sierra Limited models. The conditions may include several illuminated brake and traction control MILs, steering-related Driver Information Center (DIC) messages, inoperative tail lamps or rear turn signals, inoperative rear camera, and intermittent communication issues. These conditions may be due to damage to a multi-wire bundled harness.

In addition, one or more of the following DTCs may be set: C0035, C0040, C0045, C0050, C0710, C1115, C1116, C1117, C1118, P0449, P0453, P0499, P129D, P2537, P2537, U007D, U0073, U0074, U0077, U0100, U0101, U0121, U0126, U0137, U0140, U0151, U0415, U0428, U1556, and/or U18A2.

Not all conditions or DTCs may be present. Different conditions and driver notifications may be caused by the control module and wiring harness at the module. Due to the cause of the condition, and the position of the wires in the harness, it is unlikely that more than one circuit will be affected by the condition.

Check for high resistance, opens, shorts and damaged circuits in the chassis and Electronic Brake Control Module wiring harness.



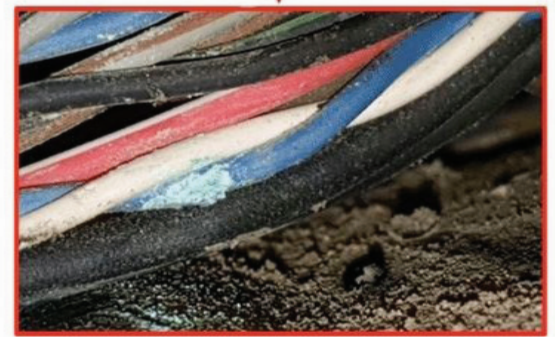
Look for any corrosion or contact with the chassis.

Areas to inspect where there may be contact with the wiring harness include at the body and rear crossmember.

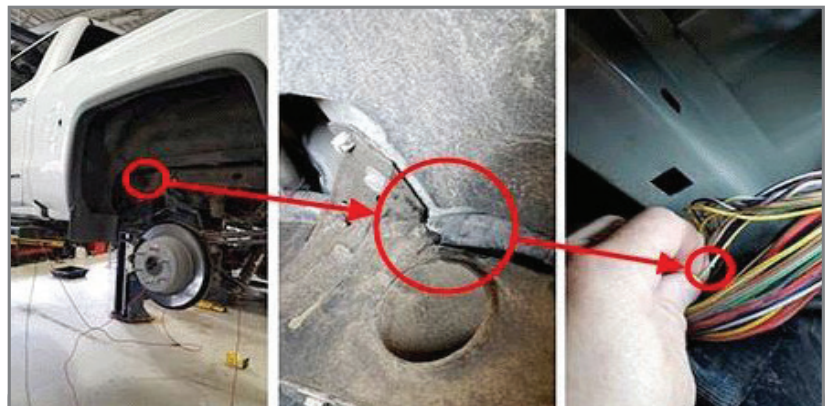
Also check the frame/leaf spring support bracket and the cargo box or bed mount.

Inspect the wiring harness point of contact and repair any damaged wiring as needed. Tape all repaired contact points of the harness using Woven Polyester Electrical Tape (PET) in a double layer. If required, reposition the harness away from the area of contact.

► Thanks to Bob Hartman



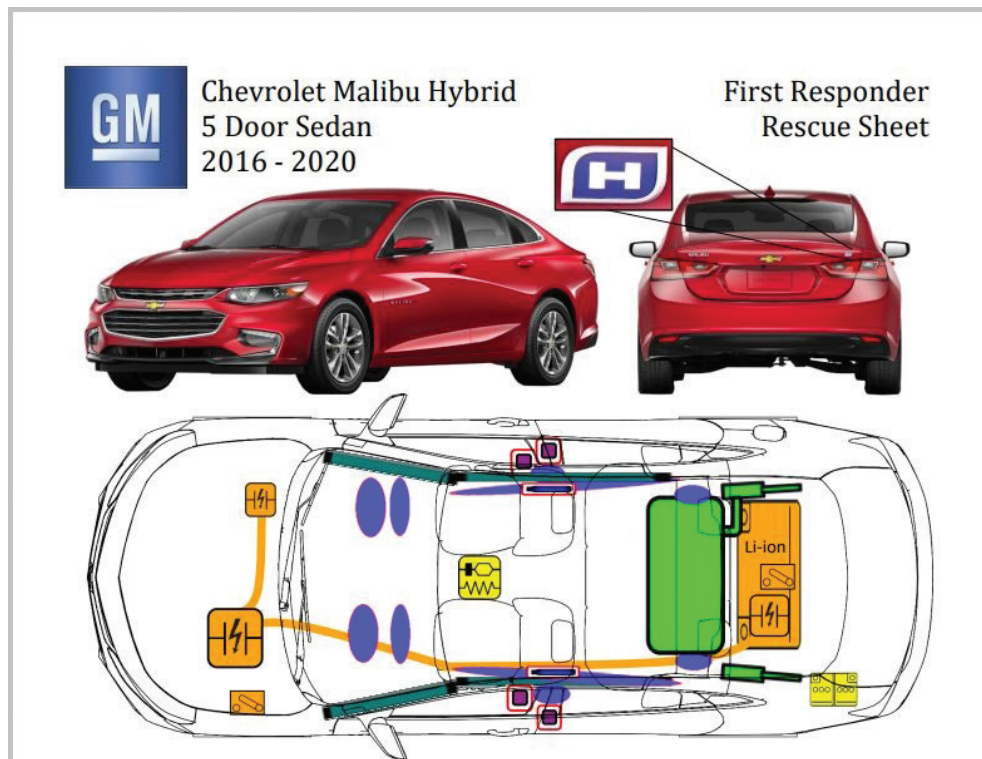
Frame/leaf spring support bracket



Cargo box or bed mount

HYBRID AND EV

Emergency First Responder Information



First Responder Guide for the Malibu Hybrid.

First responder information regarding various hybrid and electric vehicles (EV) produced by GM is available online at GMSTC.com for emergency personnel. The information can help first responders in learning about the hybrid and electric systems so that they can perform necessary rescue actions quickly and properly in an emergency situation.

The First Responder Guides provide an overview of how vehicle systems operate and how to identify a hybrid or electric vehicle from a conventional vehicle. In addition, the Quick Reference Sheets and Rescue Sheets detail the location of key components as well as how to safely prevent current flow by disabling the system. The sheets show high voltage label locations and cable cut label locations.

Additional guides for first responders also are available covering other topics, such as airbag information and high strength steel body structure identification.

CONTINUED ON PAGE 7

The following First Responder Guides, Rescue Sheets and Quick Reference Sheets are available for GM vehicles:

Buick

- 2018-19 Buick LaCrosse eAssist Reference Sheet
- 2012-16 LaCrosse and Regal First Responder Guide
- 2012-16 LaCrosse and Regal Quick Reference Guide

Cadillac

- CT6 Plug-In Hybrid Electric Vehicle (PHEV)
- Escalade Two-Mode Hybrid Vehicle First Responder Guide
- Escalade Two-Mode Hybrid Vehicle Quick Reference Sheet
- 2014 ELR First Responder Guide
- 2014 ELR Quick Reference Sheet

Chevrolet

- 2017 Chevrolet Bolt EV Rescue Sheet
- 2016-19 Volt Rescue Sheet
- 2011-15 Volt EREV First Responder Guide
- 2011-15 Volt EREV Quick Reference Sheet
- Equinox Fuel Cell First Responder Guide
- Equinox Fuel Cell Quick Reference Sheet
- 2015-2016 Impala Compressed Natural Gas Technology Quick Reference Sheet
- 2016-20 Malibu HEV Rescue Sheet
- 2014 Malibu Start/Stop Quick Reference Sheet
- 2013-2015 Malibu Eco with eAssist First Responder Guide
- 2013-15 Malibu Eco with eAssist Quick Reference Guide
- 2007-09 Aura and Malibu Hybrid First Responder Guide
- 2007-09 Aura and Malibu Hybrid Quick Reference Sheet
- 2011 Express-Savana CNG First Responder Guide
- 2011 Express-Savana CNG Quick Reference Sheet
- 2016 Chevy Silverado eAssist First Responder Guide
- 2004-07 Silverado and Sierra PHT First Responder Guide
- Two-Mode Hybrid Vehicle First Responder Guide
- Two-Mode Hybrid Vehicle Quick Reference Sheet
- GM Alternative Fuels First Responder Guide
- 2014-16 Spark EV First Responder Guide
- 2014 Spark EV Quick Reference Sheet



GMC

- 2016 GMC Sierra eAssist First Responder Guide
- 2004-07 Silverado and Sierra PHT First Responder Guide
- Two-Mode Hybrid Vehicle First Responder Guide
- Two-Mode Hybrid Vehicle Quick Reference Sheet
- 2011 Express-Savana CNG Quick Reference Sheet
- GM Alternative Fuels First Responder Guide

Saturn

- 2008 VUE Hybrid First Responder Guide
- 2008 VUE Hybrid Quick Reference Sheet
- 2007 VUE Hybrid First Responder Guide
- 2007 VUE Hybrid Quick Reference Sheet
- 2007-09 Aura and Malibu Hybrid First Responder Guide
- 2007-09 Aura and Malibu Hybrid Quick Reference Sheet

To download, go to gmstc.com and select the First Responders link on the left side of the page.

► Thanks to Paul Radzwilowicz



Annual Honoring Our Heroes Silent Auction Offering Special Edition Toolboxes

GM Customer Care & Aftersales, GMC and GMC dealers are hosting the 7th Annual Honoring Our Heroes Gala to help raise funds to build custom-designed, mortgage-free Smart Homes that meet the needs of our nation's most catastrophically injured service members through the Stephen Siller Tunnel to Towers Foundation. Benefits from the gala also will be used to help The Fallen and Wounded Soldiers Fund of Michigan, an all-volunteer group of private citizens that provide essential financial assistance to Michigan's wounded Iraq and Afghanistan veterans.

To support the charity event, there is a silent auction that is open to all GM dealerships. Bids can be placed on the online fundraising site for all auction items beginning April 15, 2019.

All proceeds from the auction benefit the Stephen Siller Tunnel to Towers Foundation and the Fallen and Wounded Soldiers Fund of Michigan. Visit the website for details on all of the great auction items or to make a donation. Exclusive items up for auction include:

- Two Large 'Special Edition' Toolboxes wrapped with an exclusive Corvette image
- Two 54-inch Roll Cab Toolboxes wrapped with American flag graphics
- Master Technician Tool Sets
- Walt Disney World ticket package
- Autographed sports memorabilia
- Diecast cars
- Autographed guitars
- Golf outings
- Much more

SPECIAL EDITION SNAP-ON TOOLBOXES

The Snap-on toolboxes available in the auction are one-of-a-kind boxes with a number of special features.

The custom-designed Snap-on toolbox with unique Corvette graphics is 54" wide x 72" high x 28" deep.

The Snap-on Roll Cab with American flag graphics is 54" wide X 48" high X 28" deep.

The Master Technician-level tool kit features a complete set of hand tools. The toolbox in the display shown is not included.

Please join in supporting our American heroes by participating in the auction — bids will be accepted through April 27 — or making a donation.

Thank you for your support!

HOME ITEMS [Sign In or Register](#)

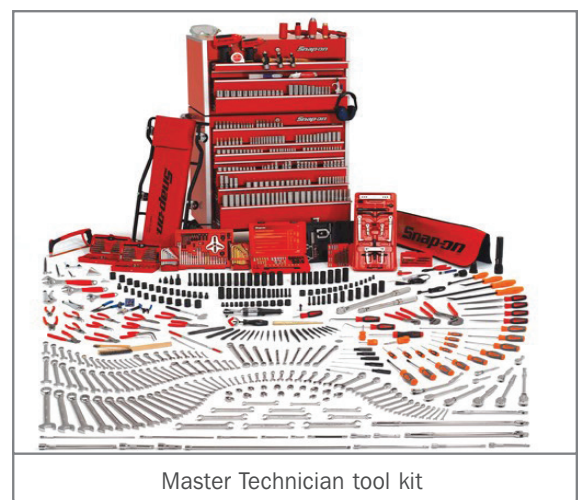
HONORING OUR HEROES Gala 2019
Benefiting THE STEPHEN SILLER TUNNEL TO TOWERS FOUNDATION & THE FALLEN AND WOUNDED SOLDIERS FUND
SATURDAY, APRIL 27th • 5:00pm to 10:30pm

Tickets Now Available
[BUY TICKETS](#)

Not attending?
You can still participate in the auction
[REGISTER TO PARTICIPATE](#)

Donate Now

Check out the auction items or make a donation on the Honoring Our Heroes website.



10-Speed Automatic Transmission Control Valve Body Bolt Kit

When replacing the control valve body on the 10-speed automatic transmission (RPO MQB) on 2019 CT6, Silverado 1500 and Sierra 1500 models, some of the bolts are one-time use bolts and should be discarded while other bolts can be reused.

The control valve body bolt kit, part number 24294356, includes bolts that do not need to be replaced. The kit includes seven bolts, but only three bolts require replacement when removed. The instruction sheet indicates that all seven of the identified bolts should be replaced. The bolts are marked by arrows in the valve body casting.

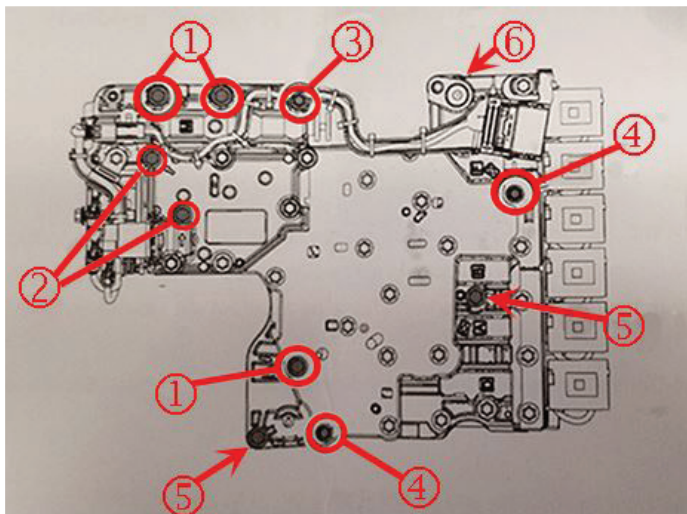
The new bolts in the kit contain a preapplied sealant as shown. The bolts removed from the valve body also are shown.

In addition, the filter retaining bolts should be replaced.

When removing the control valve body, the automatic transmission fluid pump seal should stay with the valve body assembly.

Refer to #PIP5631 for additional information.

► Thanks to Terry Neuendorf



Only 3 bolts require replacement (callout #1)



filter retaining bolts



New bolts (left) and removed bolts (right)

TECH LINK

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