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# Get Instant Field Action Notifications with the Certified Service Mobile Toolbox App

The Certified Service Mobile Toolbox (CSMT) offers easy, convenient access to the Field Product Reporter app, Pre-Repair Authorization app and other service applications for GM dealerships (U.S.). But did you know that the CSMT also provides instant notifications on new or updated field actions/recalls, helping to keep service departments up to date on the latest information from GM?

The CSMT is available on most mobile devices and can be set up to immediately notify users as field actions are released. Each pop-up notification includes a brief description of an updated or new field action/recall. The app also features a Recall Inbox, which lists all the latest field actions chronologically.

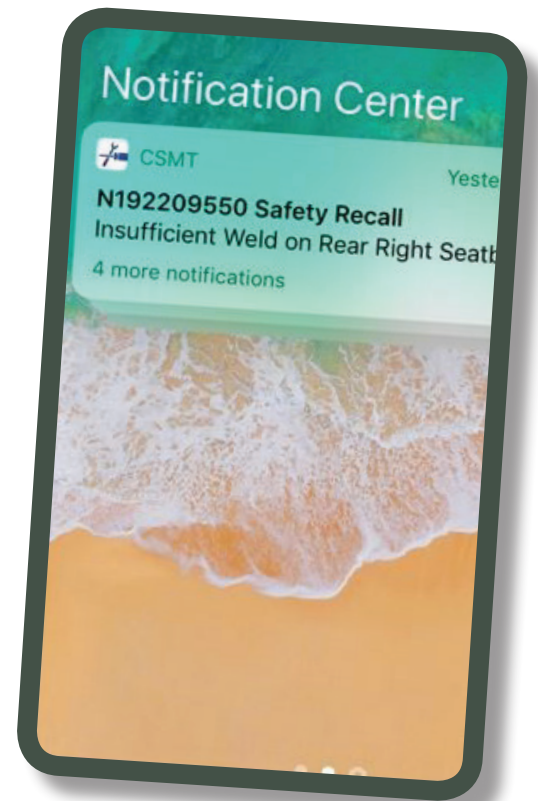
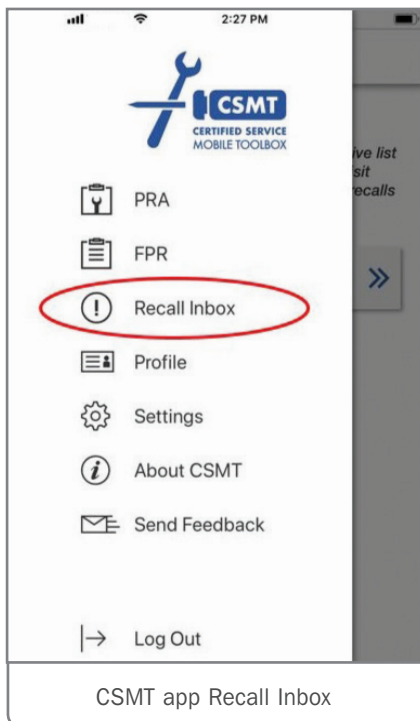
## CHECK BULLETINS/IVH

For complete details on a field action, always check the actual bulletin in the Service Information. In addition, every vehicle should be checked in IVH (Investigate Vehicle History) or Service Workbench for "Open" Required Field Actions every time it comes into the service department.

## USING THE APP

The CSMT app is free and available for use on Apple® iPhones using iOS 10 or higher and Android™ operating devices using version 5 or higher. The pop-up notifications do not count toward any text message limits since the messages are distributed by the app.

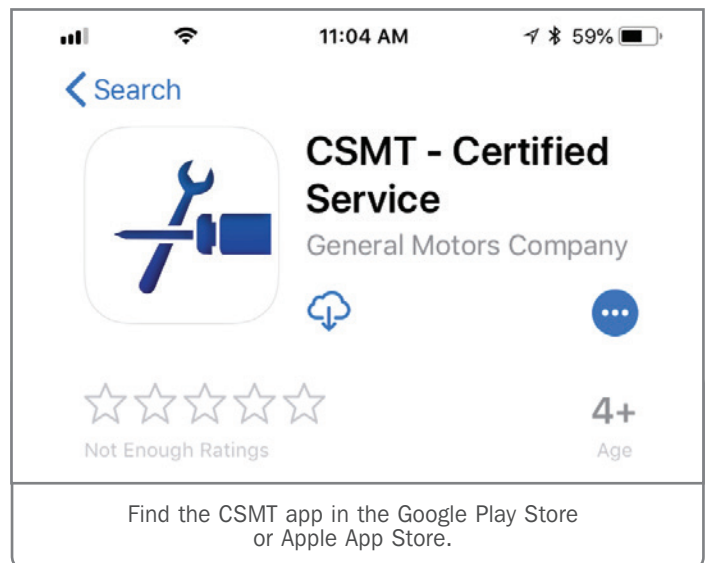
Although optimized for phone use, the app can be used on tablets as well. With the large variety of phones and operating systems, not all functionality will appear/operate the same on all devices.



CSMT field action notifications

To use the app, find it in the Google Play Store for Android phones and in the Apple App Store for Apple phones. Once downloaded, log in using your Global-Connect ID and password.

When first loading the CSMT app, you will be asked to fill in your profile. Be sure to scroll down or use the Next button to view all the boxes.



To receive the instant notifications on your device, turn on the Notifications setting. Pop-ups are controlled by your mobile device settings, not by the app. While mobile devices have different operating systems, the general directions are to access the "Settings" area and then "Notifications" on your device.

► Thanks to Dale Hall

# New Camaro ZL1 eLSD Drag Race Calibration Available



A new performance calibration is available from Chevrolet Performance for 2017-2019 Camaro ZL1 models (in Canada, 2019 Camaro ZL1 models only) that enhance launch capabilities on the drag strip. The calibration has been developed through continuous drag strip development of the Camaro ZL1 to enable enhanced performance right from the starting line.

The Electronic Limited Slip Differential (eLSD) Drag Race Calibration has been developed to enable more consistent burnout performance for improved drag strip launches. The calibration doubles the differential coupling torque during burnout and drag launch scenarios by increasing the pressure applied to the clutch pack in order to prevent relative slip between the clutch plates. As a result, burnouts warm both tires evenly, which is essential for a straight launch.

## CAMARO ELSD CALIBRATION UPDATE

The eLSD Drag Race Calibration requires reprogramming the Chassis Control Module. Before programming, contact the Techline Customer Support Center (TCSC) for programming requirements and a Vehicle Configuration Index (VCI). The VCI is valid only for the specific VIN provided by the technician.

To install the calibration, reprogram the Chassis Control Module using the Service Programming System (SPS). Module software and utility files are updated along with the calibration files. Clear any DTCs that set during reprogramming.

Refer to Chassis Control Module Control Calibration Data File Package Installation – GM Performance Drag ZL1 Instruction ID: 84612071 (Document ID 5135164 in the Camaro Accessory Installation Manual) for more information.

The updated calibration is for drag racing purposes on an appropriate track. It is only enabled when traction control and electronic stability control (ESC) are disabled. Drivers can turn off traction control and ESC by pressing and holding the traction control button for five seconds. Driving the vehicle on public roads with traction control and ESC disabled is not recommended.

Updating the Camaro ZL1 with the eLSD Drag Race Calibration from Chevrolet Performance maintains the vehicle's warranty.

► Thanks to Kara Brotebeck and Adrienne Peters




# Rear Seat Bolt Tightening Sequence

The 2nd-row seat mounting bolt tightening sequence on 2017-2020 Acadia, XT5; 2018-2020 Enclave, Traverse; 2019 Blazer; and 2020 XT6 models may not be clear to all technicians in the Service Information based on the illustrations showing the tightening sequence.

There are four bolts that secure the 2nd-row bucket seats and the 40 percent side of the 60/40 bench seat. There are five bolts that secure the 60 percent side of the 60/40 bench seat. The bolt tightening sequence must be followed correctly in order for proper seat installation.

2018 Chevrolet Traverse - 4WD | Traverse Service Manual 30000000 | Seats | Seat Track, Trim, and Labeling | Repair Instructions | Document ID: 4732785

### Rear Seat Removal and Installation (Bucket)



Callout	Component Name
1	Rear Seat Track Cover
2	Rear Seat Bolt (x4) <i>Caution: Refer to Fastener Caution. Tighten in sequence 40 lbs (33 ft-lb).</i>
3	Rear Seat Procedure 1. Disconnect electrical connections, if applicable. 2. With the aid of an assistant, remove the rear seat, by lifting and pulling the seat upward to disengage it from the floor.

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Current illustration for the bucket seats

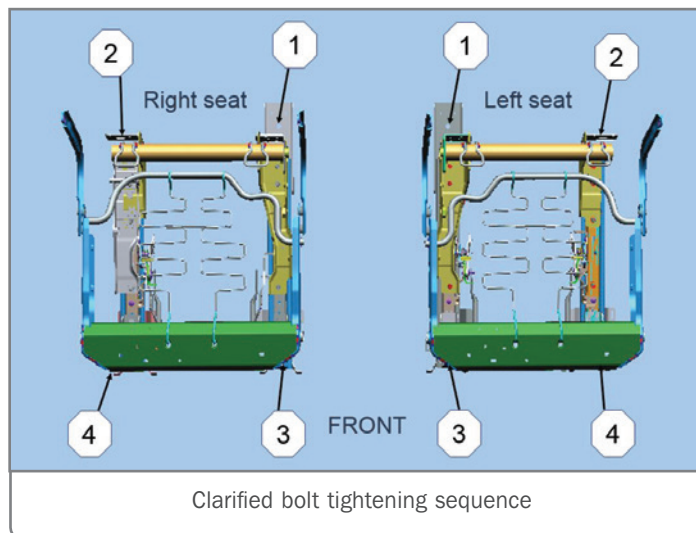
The current Service Information illustration may not easily identify the correct sequence.

## TIGHTENING SEQUENCE

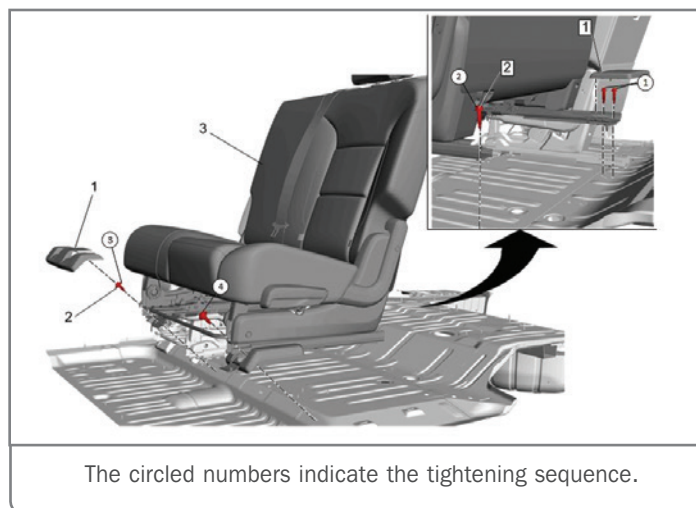
The correct sequence for tightening the 2nd-row seat mounting bolts is:

1. Inboard rear bolt (or bolts, depending on the seat)
2. Outboard rear bolt
3. Inboard front bolt
4. Outboard front bolt

It may be necessary to fold down the seatback to gain access to the rear bolts.



The circled numbers in the Service Information illustration indicate the tightening sequence. The sequence is the same for both bucket seats and the 60/40 seats.



Refer to the appropriate Service Information for the proper torque specification for the applicable vehicle.

► Thanks to Nick Ewing

# Changing the MDI 2 Selection in TIS2Web

GM has recently updated the Service Programming System (SPS) with a new method of selecting a J2534 tool in TIS2Web.

A J2534 tool (MDI, MDI 2, or other J2534 device) is required in order to manage the transfer of data between a vehicle's onboard network and a service technician's PC. J2534 is an interface standard designed by the Society of Automotive Engineers (SAE) and mandated by the US Environmental Protection Agency (EPA) for vehicle Electronic Control Unit (ECU) reprogramming.

## SELECTING A DIAGNOSTIC TOOL

From the Select Diagnostic Tool and Programming Process screen, select the J2534 Tool option for all J2534 tools (MDI, MDI 2, or other J2534 device).

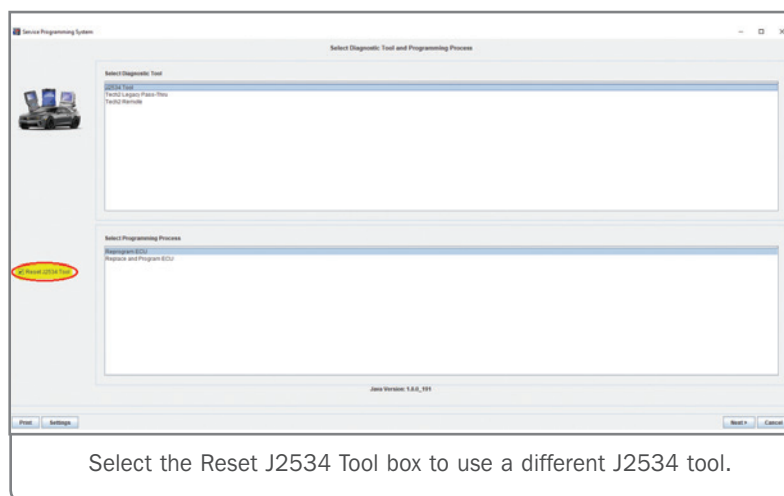
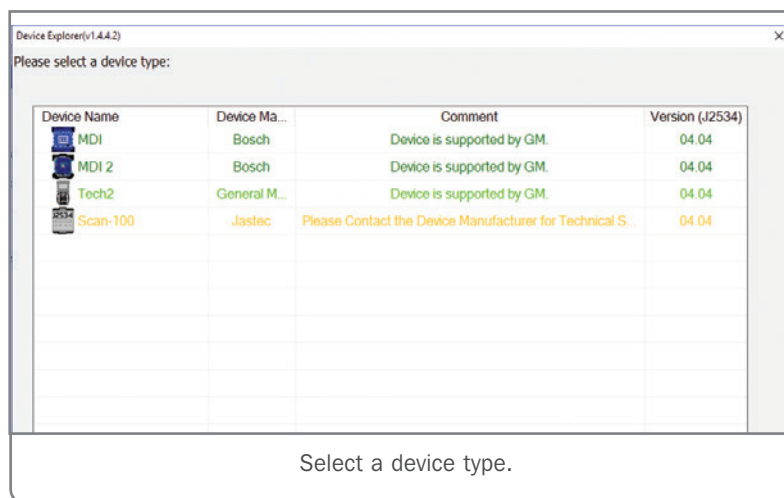
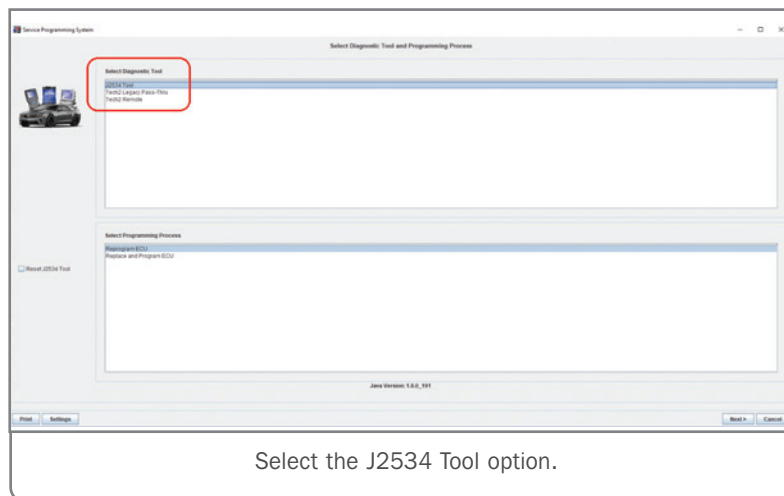
The first time the J2534 Tool option is selected, a screen will appear asking the user to select a device type, such as the MDI, MDI 2 or other tool.

## CHANGING A DIAGNOSTIC TOOL SELECTION

Once a J2534 tool has been selected, reprogramming of a control module can be completed. If the J2534 tool selection needs to be changed, there is now a check box that must be selected next to the Select Programming Process menu on the Select Diagnostic Tool and Programming Process screen. Select the Reset J2534 Tool box and then select Next to set up a different J2534 tool.

If you have any questions about selecting a J2534 tool, contact the Techline Customer Support Center at 1-800-828-6860 (English) or 1-800-503-3222 (French).

► Thanks to Chris Henley



# Multiple Electrical Conditions, Illuminated Instrument Cluster Warning Lamps, and DIC Messages

There may be a number of electrical conditions present on some 2018-2020 Equinox and Terrain models. The conditions may include illuminated warning lamps on the instrument cluster, a Service Transmission message and StabiliTrak message on the Driver Information Center (DIC), a parking brake that remains on causing no vehicle movement, a transmission that will not shift, no Reverse gear, and a vibration on rough roads or on acceleration or deceleration (torque related).

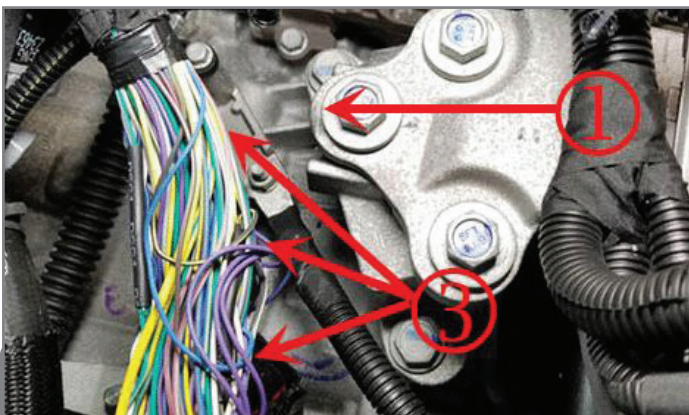
Any of the following DTCs may be set: P057D, P057E, P0658, P0700, P073D, P07E4, P16F4, P175F, P1778, P1789, P2760, U0073, U0101, and/or U0121.

These conditions may be the result of the engine wiring harness contacting the transmission mounting bracket or a transmission control valve body cover stud.

**TIP:** The engine wiring harness is a multi-wire bundled harness and, depending on which wire is damaged, can set a variety of DTCs. Not all of the identified conditions may be present, but several of the conditions may be caused by one of the wires in the harness being chafed or cut. Due to the cause of the condition, and the positions of the wires in the harness, it is unlikely that more than one circuit and/or fuse will be affected by the condition.

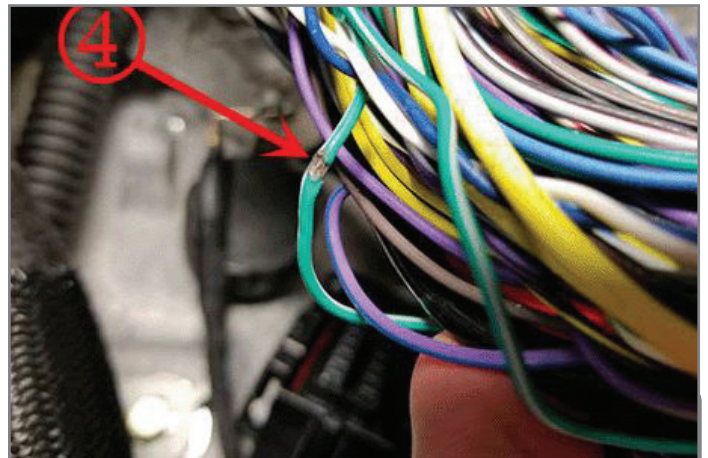
## WIRING HARNESS

Inspect the wiring harness for proper routing and circuit 6387 for any damaged wiring.



Check the harness for any damage.

Damage may be found at circuit 6387 TCM high side driver.



Damage may be found at circuit 6387.

In addition, check that the wiring harness retainer is properly installed into the bracket (shown not installed).



Wiring harness retainer not installed in bracket

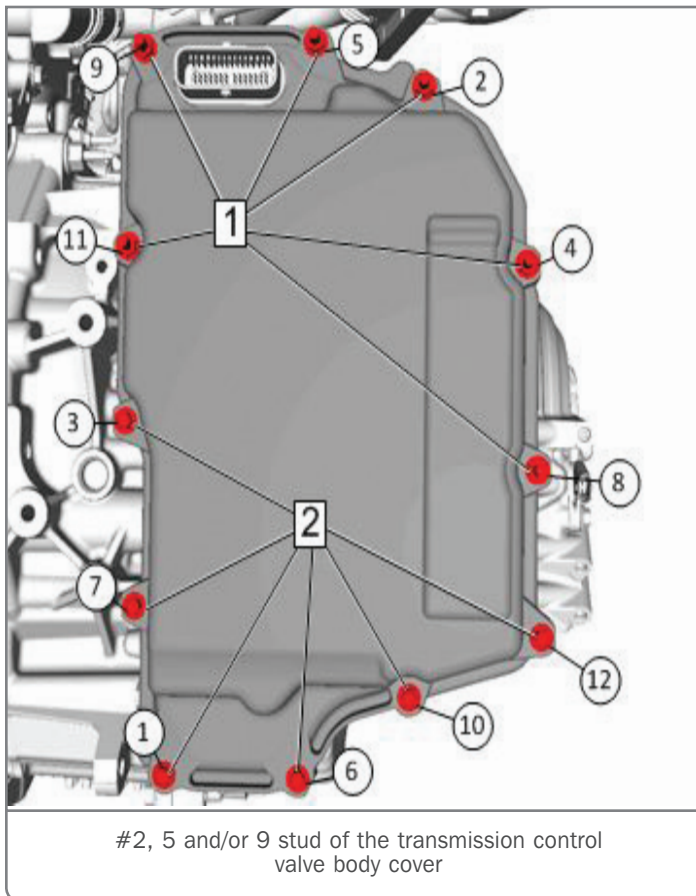
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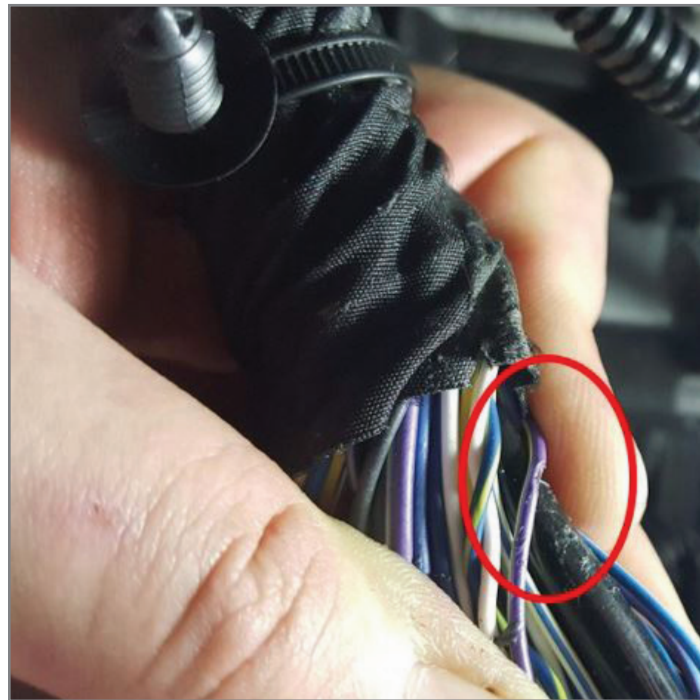
Repair any damaged wires according to the proper Service Information wiring repair procedures.

## TRANSMISSION VALVE COVER STUD

Inspect the wiring harness conduit and wires for chafing around the #2, 5 and/or 9 stud of the transmission control valve body cover.



At the point of contact, remove the wrap to check for any damaged wiring. Repair the damaged wires according to the proper Service Information wiring repair procedures.



Check for damaged wires near the studs.

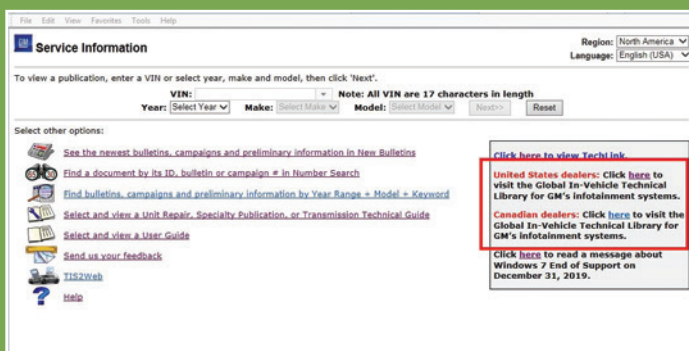
Use Woven Polyester Electrical Tape (PET) to tape all contact points of the engine wiring harness, ensuring that the tape is applied in a double layer extending along the harness past the splice sleeves

Refer to Bulletin #19-NA-181 for additional information.

► Thanks to Rob Smith

# Global In-Vehicle Technology Library Link in SI Provides Access to New Model Information

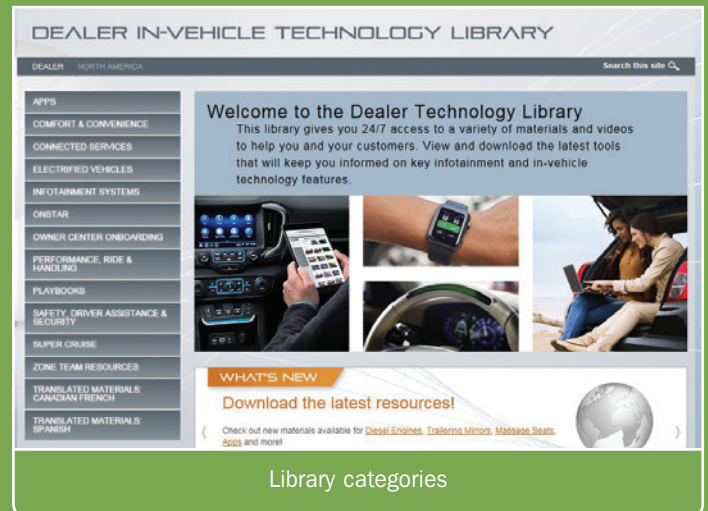
The Global In-Vehicle Technology Library offers a variety of information covering GM's infotainment systems, from capabilities by vehicle to operating features of specific systems. The materials and videos available in the library provide insightful information about many new technology features that can aid in understanding how a system operates in order to help in system diagnosis. It's all accessible to technicians and other service department personnel through a new link on the Service Information home page.



Global In-Vehicle Technology Library link in the Service Information

The library includes a number of categories, including:

- Apps – Mobile applications and in-vehicle applications
- Comfort & Convenience – Comfort and convenience features, such as heated and ventilated seats and the Driver Information Cetner
- Connected Services – Connected service plans for Buick, Cadillac, Chevrolet and GMC customers
- Electrified Vehicles – CT6 Plug-In and Bolt EV features
- Infotainment Systems – Infotainment system operation covering RPOs IOR, IOS, IOU, IOT; IOA, IOB; IO5 and IO6
- OnStar – Connected Services and Diagnostic Alerts
- Owner Center Onboarding – Online enrollment and new owner setup for several connected services
- Performance, Ride & Handling – Automatic Stop/Start, Electronic Precision Shift, Traction Select and other features
- Playbooks – Interactive PDFs reviewing in-vehicle technology features for Buick, Cadillac, Chevrolet and GMC vehicles
- Safety, Driver Assistance & Security – Adaptive Cruise Control, Automatic Emergency Braking, Rear Camera Mirror, Surround Vision and other features
- Super Cruise – System features, maps and FAQs



Each category presents the system operation information with a host of different resources, which may include videos, documents and assets.

There also are translated materials for French and Spanish readers.



Additional materials for new models are added to the library as they are developed and released. Look for the 'New' tag on an item for the latest information.

► Thanks to Lisa Scott



# Lack of A/C Performance in High Ambient Temperatures

The air conditioning system may be blowing warm air on some 2017-2019 Colorado and Canyon models. In some cases, the A/C evaporator may be freezing up. There also may be a lack of air flow from some of the vents.

The lack of A/C performance may be due to the A/C system being used on the coldest temperature setting with the fan control set to the lowest speed setting. These conditions typically occur in climates with a high ambient temperature (over 85°F or 29°C) and humidity over 80 percent.

If these conditions are found, follow the A/C diagnostic procedures in the appropriate Service Information. If the conditions cannot be corrected following the Service Information, a Service Only calibration change has been released in TIS2Web for this specific A/C performance concern.

**TIP:** Be sure to follow the Service Information A/C Performance diagnostic procedures first before any reprogramming is attempted.

## UNIQUE CALIBRATION

If it's determined that reprogramming is necessary, reprogram the H33 HVAC Control Module with the calibration available in TIS2Web with the SPS description: "Refer to TSB #19-NA-177 – Special Use Only. To reduce evaporator freeze-up in hot, extreme humid environments, such as gulf coast states. Not to be used in any other condition or environment due to some negative effects on cabin comfort."

Use of this calibration should be accompanied with an explanation that an increase in the temperature cycling of the system will be noted. The air output at the vents will vary higher or lower by a couple degrees as the cabin is cooled and will be most notable when the outside temperature and the set point of the system are similar.

For additional information, refer to Bulletin #19-NA-177.

► Thanks to Matt Singer

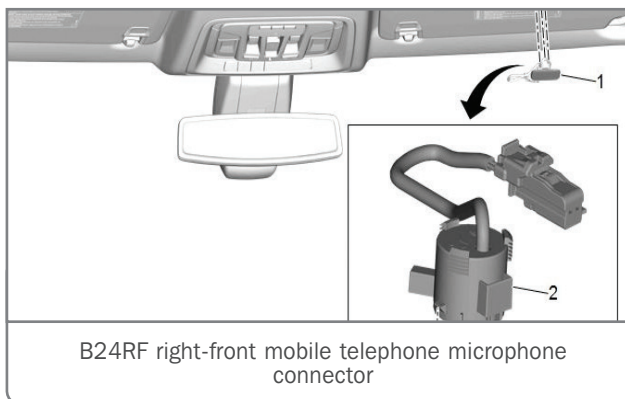


Lack of A/C performance may occur when the coldest temperature setting and lowest fan setting are used.

# Bluetooth Microphone Poor Performance

Some 2019 Silverado 1500, Sierra 1500; and 2020 Silverado 2500/3500 HD and Sierra 2500/3500 HD models may have a poor or degraded Bluetooth call performance heard by the person on the end of the call (not in the vehicle). The person being called may tell the caller in the vehicle that the line has a crackling noise. DTC B127C-04 (Microphone 2 Input Signal Circuit) may be set in the radio.

The sound may be due to poor terminal tension, or deformed or bent terminals in the passenger-side wiring harness at the B24RF



right-front mobile telephone microphone connector.

Inspect the B24RF microphone connector for any damaged terminals. Also check the mated bodies for any unseated terminals.

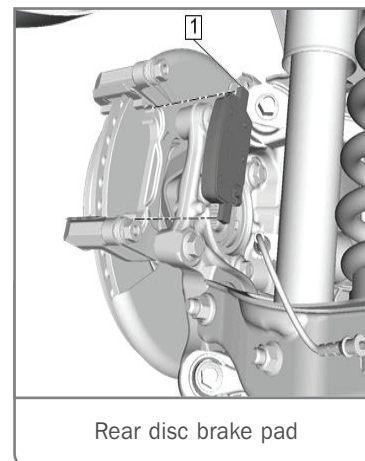
If any damaged terminals are found, replace the connector with leads. If no damage is found, follow the appropriate Service Information for additional diagnostic procedures.

Refer to Bulletin #19-NA-152 for additional details and parts information.

► Thanks to Jeremy Richardson

# Rear Brake Squeal Sound

A rear brake squeal sound may be heard on some 2017-2019 XT5, Acadia (VIN N); 2018 Enclave, Traverse, Acadia; and 2019 Blazer models. The sound may be caused by



the current material used on the rear disc brake pad shims. The brake pads are now available with a shim material designed to eliminate the squeal sound.

If the rear brake squeal sound is found, replace the rear disc brake pads with the new design pads following the appropriate Service Information procedure.

**TIP:** The inner disc brake pad is equipped with a wear sensor on the leading edge of the disc brake pad.

Refer to Bulletin #19-NA-115 for additional information, labor code and part numbers.

► Thanks to Tom Burlingame

## TECH LINK

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