

# Proactive Alerts

**UPDATED SERVICE  
PROCEDURES AND  
WARRANTY INFORMATION**

**Proactive Alerts, a feature of OnStar Advanced Diagnostics, are designed to help predict specific types of potential performance degradation of the battery, cables, and starter motor based on current vehicle data. Proactive Alert Identifiers set when degraded performance of these specific systems is detected.**

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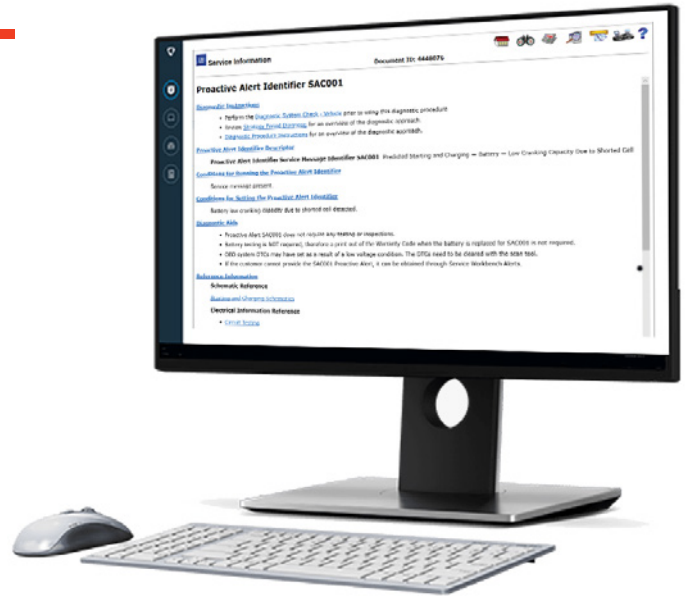
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# Proactive Alerts – Updated Service Procedures and Warranty Information



Proactive Alerts were first introduced on certain 2015 Equinox and Terrain models. Since that time, a number of models have added Proactive Alerts and plans call for many future models to offer the feature as well.

It's important to understand that some Proactive Alert service messages may be generated without any apparent symptoms being noticed by the driver.

VHM-PA FEATURE BY NAMEPLATE & MODEL YEAR							
Model	2015	2016	2017	2018	2019	2020	2021
Equinox	V6 only	V6 only	V6 only				
Terrain	V6 only	V6 only	V6 only				
Silverado/Sierra (LD only)							
Tahoe/Suburban							
Yukon/Yukon XL							
Escalade/Escalade ESV							
Corvette							
Acadia							
Enclave							
Traverse							
XT5							
Blazer							
Cruze							
CT6							
Malibu							
XT4							
CT4							
CT5							
XT6							
Encore GX							
Envision							
Camaro							
Trailblazer							

Models with Proactive Alerts by nameplate and model year

## PROACTIVE ALERT IDENTIFIERS

The Proactive Alerts system collects and stores specific system performance data each ignition cycle, which is transmitted via the cellular system (OnStar) when the ignition switch has been in Run or Accessory power mode for 10 minutes. The transmitted data is stored off-board the vehicle and analyzed by special algorithms to detect degraded performance. When monitored system performance degrades to predetermined levels, the off-board system sends a Proactive Alert Identifier. The affected system is identified within the alert by a service message. Currently, no associated DTCs are stored on the vehicle.

Proactive Alert Identifier	Description
SAC001	Predicted Starting and Charging – Battery – Low Cranking Capacity Due to Shorted Cell
SAC002	Predicted Starting and Charging – Low Cranking Capability Due to High Resistance
SAC003	Predicted Starting and Charging – Battery – Low Cranking Capability Due to Low State of Charge
SAC004	Predicted Starting and Charging – Low Cranking Capability Due to High Resistance in Starter System
SAC005	System Performance – Low Cranking Capability Due to High Resistance in Battery or Short in Starter

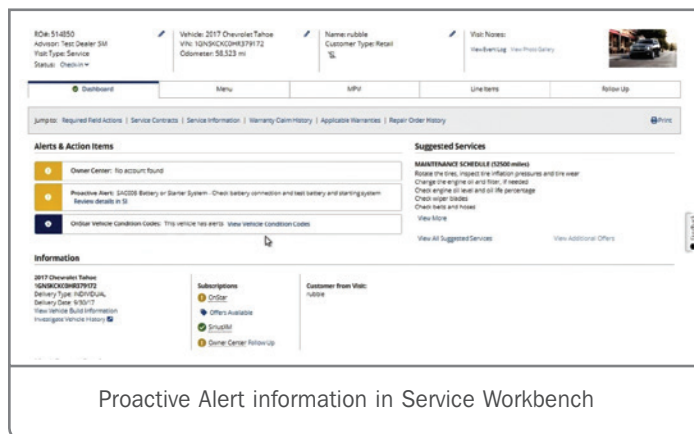
The diagnostics for each Proactive Alert Identifier can be found in the Service Information under Engine Propulsion > 12 V Starting and Charging > Diagnostic Information and Procedures.

If a vehicle has an identifier stored that appears to not be active and may have been addressed earlier, ask the customer for the OnStar e-mail in order to check the date it was sent. The Proactive Alert also can be verified using the scan tool (excluding 2015-16 model year vehicles) by selecting Vehicle Diagnostics > Vehicle Proactive Alerts or by viewing Service Workbench Alerts. The identifier will not be retained if the Communication Interface Module is replaced.

## REPAIR PROCEDURES

When reviewing Service Information procedures, be sure to search for the Proactive Alert Identifier and not a generic term for the

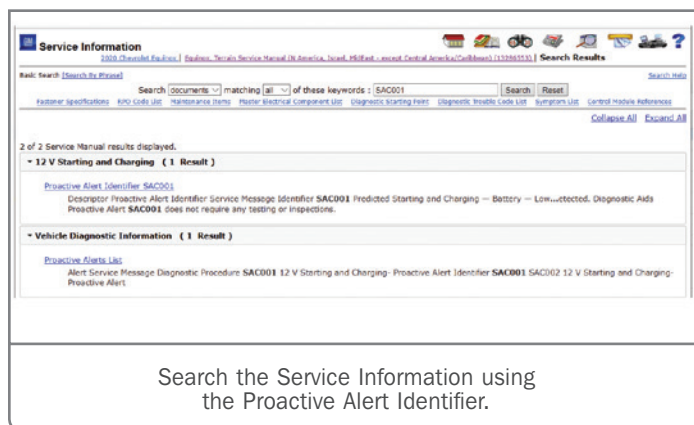
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Proactive Alert information in Service Workbench

repair, such as “battery.” Follow the diagnostic and repair procedures for each Proactive Alert Identifier.

If Proactive Alert Identifier SAC001 is set, the battery should be replaced. SAC001 is the only Proactive Alert Identifier that does not require diagnosis. The service message displayed in the vehicle for SAC001 will automatically clear after several ignition cycles once the battery is replaced.



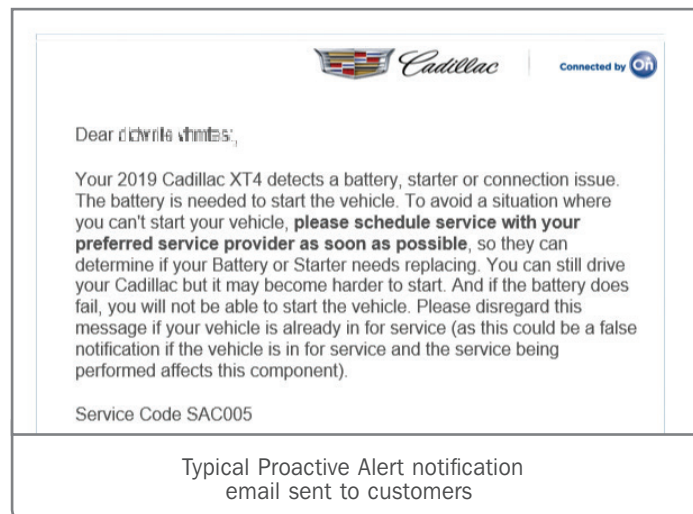
Search the Service Information using the Proactive Alert Identifier.

**TIP:** For battery replacement warranty claims, the complete 15-character (17 with hyphens) test code from the EL-50313 Midtronics GR8 Battery Tester/Charger or 20-character (no hyphens) test code from the EL-52800 E-XTEQ Diagnostic Charge Battery Station (DCBS) must be included in the Labor Code Dependency field in GWM, unless Proactive Alert SAC001 is set or there is leakage or physical damage to the battery. If the Vehicle has Proactive Alert Identifier SAC001, no diagnosis time is allowed (battery testing is not required).

## CUSTOMER AND DEALERSHIP MESSAGES

Customers must sign-up for the service through OnStar to receive Proactive Alerts. Once enrolled, they can select to receive notifications by email, in-vehicle alert, and/or text message when potential performance degradation is detected. The Proactive Alert information also is included in the customer's OnStar Diagnostics Report and individual account page on onstar.com.

In the customer cannot provide the alert message, the Proactive Alert information also can be found under Alerts in Service Workbench.



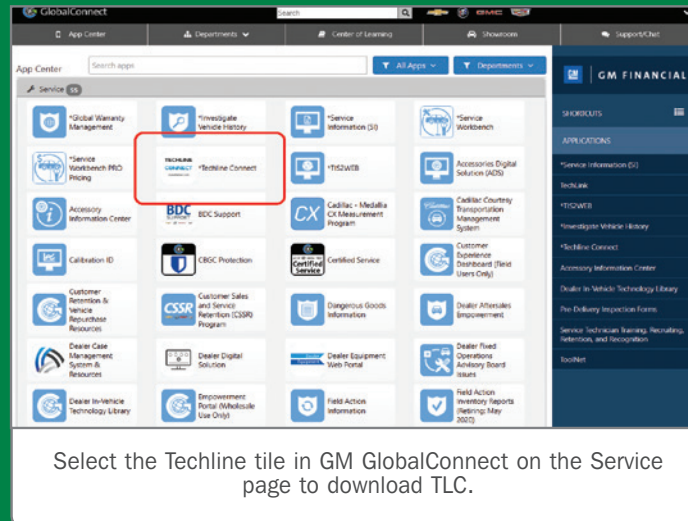
Typical Proactive Alert notification email sent to customers

For more information about the operation of Proactive Alerts, refer to the Service Information under Diagnostic Overview, Starting Point, and Programming > Vehicle Diagnostic Information > Description and Operation > Proactive Alerts Description and Operation (Document ID: 4444874).

► Thanks to Ernest Haller and Kevin Corr



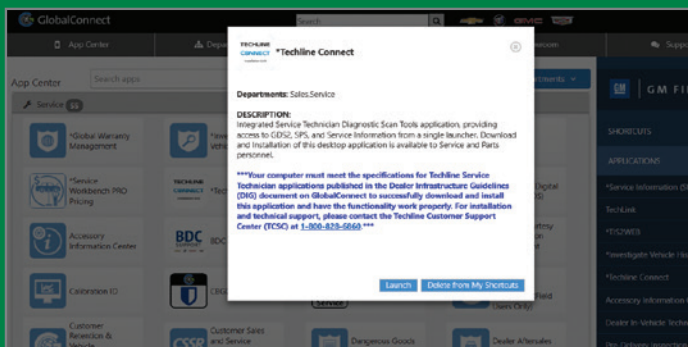
# Techline Connect Now Available on the GlobalConnect App Center



Select the Techline tile in GM GlobalConnect on the Service page to download TLC.

The GlobalConnect App Center now features a tile for Techline Connect (TLC), enabling Techline Connect to be downloaded to a Techline personal computer (PC).

To access the link, select the Techline Connect tile (icon) in GM GlobalConnect on the Service page of the App Center.



## LAUNCH TECHLINE CONNECT FROM YOUR PC

With Techline Connect, GM's integrated Service Technician Diagnostic Scan Tool application, dealership service and parts personnel have access to GDS 2, Service Programming (SPS) and Service Information (SI) from a single launcher on their PC desktop.

Although TLC may be saved as a GlobalConnect shortcut, the app will be launched from the user's PC after download and installation.

Techline Connect will install components to the local PC, including Java and the application. A Techline Connect User Guide also is included in the application download. It includes installation instructions and an overview of the application.

## TECHLINE CONNECT REQUIREMENTS

Prior to installation of Techline Connect on a PC, ensure it meets the requirements of Windows 10 Professional, 8 GB RAM or more and 100 GB of free drive space.

Computer system recommendations for dealerships to ensure proper performance of the application include:

- Display: 15-inch high definition (HD) display
- Hard Drive: 500+ GB
- System Memory (RAM): 8GB
- Processor: Intel Core i7 5th Gen
- Operating System: Windows 10 Professional, 64 bit

Check the latest version of the GM Dealer Infrastructure Guidelines (DIG) for all required specifications.

For assistance with Techline Connect, contact the Techline Customer Support Center (TCSC) at 1-800-828-6860.

► Thanks to Lisa Scott

# Intermittent Parasitic Battery Draw Below 40° F/4° C

Several intermittent conditions related to a low battery state of charge may be found on some 2018-2019 ATS, CTS, XTS, Corvette; 2018-2020 Envision, LaCrosse, CT6, Escalade, XT5, Equinox, Impala, Malibu, Camaro, Silverado, Suburban, Tahoe, Traverse, Acadia, Sierra, Terrain, Yukon; 2019-2020 XT4, Blazer; and 2020 XT6 models.

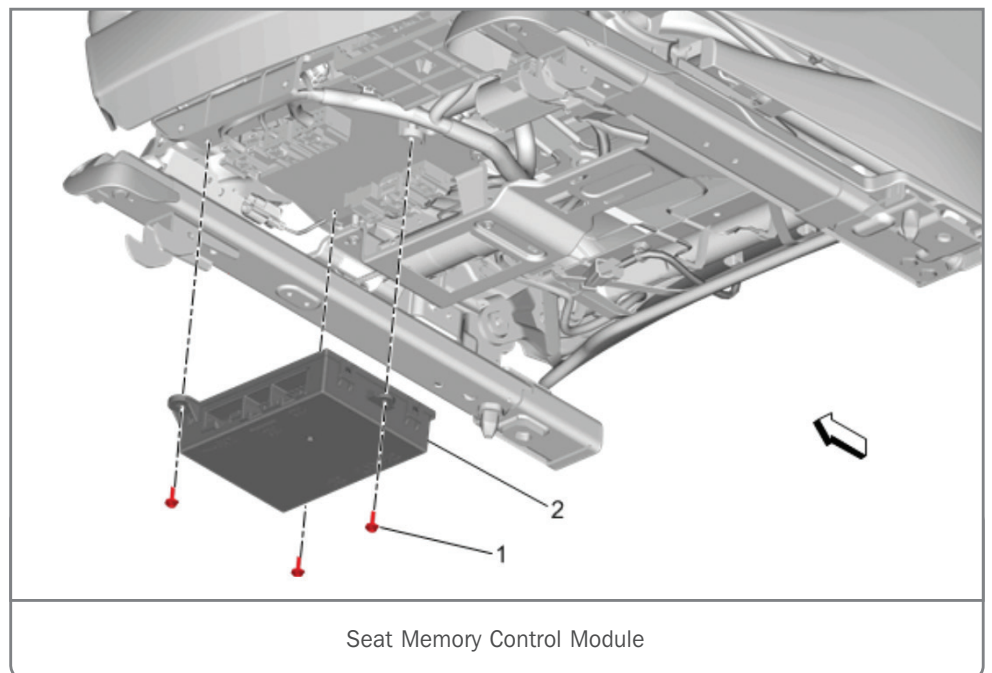
The following low battery charge conditions may be present when the ambient air temperature is below 40° F/4° C for an extended period of time:

- Dead battery/required jump start
- Slow crank
- Battery low state of charge and, if equipped, Auto Stop/Start inoperative
- Instrument cluster backlighting turning on intermittently while the vehicle should be asleep
- Keyless or passive entry/start inoperative

These conditions are not easily duplicated in the service bay or in temperatures above 40° F/4° C.

These conditions may be due to a low battery state of charge that is being caused by one or more modules waking up the Low Speed GM LAN Bus. When the ambient air temperature is below 40° F/4° C, the Seat Memory Control Module (SMCM) could inadvertently wake up the Low Speed GM LAN Bus. All SMCM's on a vehicle, including the Driver K40, Passenger K40P, Left Rear K40LR and/or Right Rear K40RR module, may apply.

Begin diagnosis by asking the customer or inspecting the vehicle for any aftermarket equipment. If no aftermarket equipment is installed, try to duplicate the conditions by leaving the vehicle outside overnight in temperatures below 40° F/4° C.



Follow the Battery Electrical Drain/Parasitic Load Test procedure in the appropriate Service Information. If an excessive battery draw is duplicated, as part of the Circuit/System Testing procedure, remove the fuse(s) that powers the SMCM. The SMCM may be powered by more than one fuse. Wait several minutes to see if the vehicle will return to an acceptable battery draw level. If so, replace the appropriate SMCM.

If the battery draw does not return to an acceptable level with the SMCM fuse(s) removed, then continue with the diagnostic procedures in the Service Information.

► Thanks to Jim Miller

# 2020 Corvette TAC Action Center



The GM Technical Assistance Center, or TAC, (U.S.) has established an Action Center for the all-new 2020 Corvette Stingray.

TAC Action Centers are designed to gather early product feedback and provide support for the introduction of new GM models. Dealership service departments are asked to report all vehicle issues that require immediate attention, not just concerns that require technical assistance. The goal is to develop a quick resolution to any product concerns, such as fit and finish, performance, and operation, as well as to address customer expectations of the vehicle.

TAC Action Centers have a direct connection to GM Engineering, Brand Quality and the assembly plant, which offer combined resources to immediately address product concerns seen in the dealership.

## CONTACTING THE TAC ACTION CENTER

If any concerns are encountered with the new Corvette in your dealership, create a TAC case using the Dealer Case Management (DCM) system. Refer to the latest version of Bulletin #08-00-89-014 for more information on using the DCM system.

Once a case has been submitted, your concern will be answered by a Corvette specialist who will provide diagnostic direction as needed through the DCM system. After a case has been started, feel free to contact the TAC if any additional support is needed.

## CASE DETAILS

Service department personnel are encouraged to contact the action center to report all product concerns and provide digital photos of a concern when applicable. Photos are extremely important to show engineering where the concern is located, whether it's a pinched harness or a backed out terminal.

It is imperative to follow up on an action center case, even if it's as simple as a cannot duplicate concern or waiting for parts. All case information is reviewed daily and used by GM to resolve launch issues as quickly as possible.

For additional 2020 Corvette New Model Features information, refer to Bulletin #20-NA-061 and Emerging Issues Training Course 10220.02V.

► Thanks to Jeff Strausser



# Questions on Associated Accessories?

Have a question about installation or need information about the warranty on Associated Accessories offered through GM Accessories? Dealerships should contact the supplier or manufacturer of the specific Associated Accessory for installation or warranty concerns. Information on Associated Accessories is not found in the Service Information or Accessory Installation Manual and the GM Technical Assistance Center (TAC) does not support these accessories.

Genuine Chevrolet, Buick, GMC and Cadillac Accessories are designed, engineered and tested by GM. When installed by an authorized GM dealer, they are covered for the balance of the new vehicle's warranty or 12 months/12,000 miles, whichever is longer.

Associated Accessories are engineered and provided by a lineup of well-known manufacturers, each with its own individual warranty coverage. If warranty service to an Associated Accessory is required during the accessory's warranty period, contact the accessory manufacturer to determine the correct repairs. For more information on warranty claims of Associated Accessories, refer to Section 1.3.4 of the Parts/Accessories P&P Manual.

## MORE INFORMATION

Contact information for the suppliers and the Associated Accessory warranty cards are available from the GM Accessory Information Center, which can be accessed through GlobalConnect or from your local Accessory Distributor Installer. Information also is available in the part information details within the GM Electronic Parts Catalog.



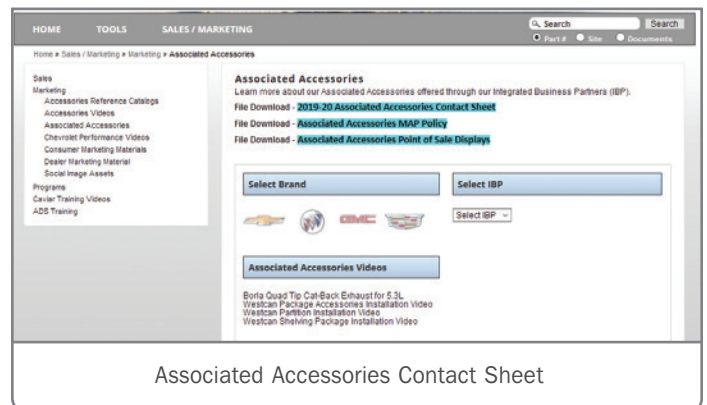
Associated Accessories

A few examples of Associated Accessories include:

- Sliding bed trays
- Tonneau covers
- Light bars
- Trailering or dash cameras
- Speaker or subwoofer kits
- Trailer or 5th wheel hitches
- Trailer brake controllers

## GM ACCESSORIES AND ASSOCIATED ACCESSORIES

GM Accessories offers two types of accessories: genuine Chevrolet, Buick, GMC and Cadillac Accessories and Associated Accessories



Associated Accessories Contact Sheet

To view the Associated Accessories Contact Sheet on the GM Accessory Information Center, select Associated Accessories from the Sales/Marketing menu and download the contact sheet file.

► Thanks to Jim Will



# UPDATE

## Vehicle Intelligence Platform Announced



As the technology in new vehicles continues to evolve and expand, more electrical bandwidth and connectivity has become necessary to ensure all the data-driven features can operate efficiently together within the overall vehicle network.

GM's new Vehicle Intelligence Platform, or VIP, (formerly the Next Generation Digital Vehicle Platform) will be used to help power the next generation of GM models and systems, starting with the recently introduced 2020 Chevrolet Corvette and Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC and Cadillac SUVs.

The Vehicle Intelligence Platform is capable of managing up to 4.5 terabytes of data processing power per hour, which is a fivefold increase in capability over the current Global A electrical architecture. The new architecture will be able to support active safety systems, over-the-air updates, 5G networks, enhanced cybersecurity protections and EV technologies.

### MDI 2 REQUIRED

The EL-52100 MDI 2 is required for control module programming, configuration and setup on vehicles equipped with the Vehicle Intelligence Platform. The MDI 1 does not have the capability to complete programming and setup procedures. Using an MDI 1 on these vehicles could result in erroneous data or failed programming events that could lead to unnecessary module replacement.

When Service Programming System (SPS) programming a module, the power mode needs to be Off with the vehicle fully asleep. Follow all SPS on-screen instructions. Ensure that the vehicle will not become awake during the programming event.

► Thanks to Chris Henley



# Front Fender and Fascia Realignment

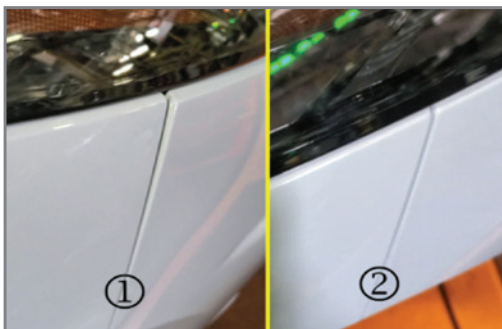
Some 2020 Corvettes may have a small paint chip in the front fascia below the headlamp on one or both sides of the vehicle. The paint chip may be caused by a mis-positioned fender-to-fascia gap joint.

The fender and fascia joint fit should be re-aligned. The realignment will reposition the fender and fascia downward and inboard so that the fascia is flush with the fender. After realignment, the paint chip will no longer be visible.

Follow the realignment procedure in Bulletin #20-NA-124. The front tire and wheel assembly, front wheelhouse



Paint chip in the front fascia



Fender-to-fascia gap joint before (#1) and after (#2) realignment.

liner and front wheel opening molding must be removed on the affected side of the vehicle.

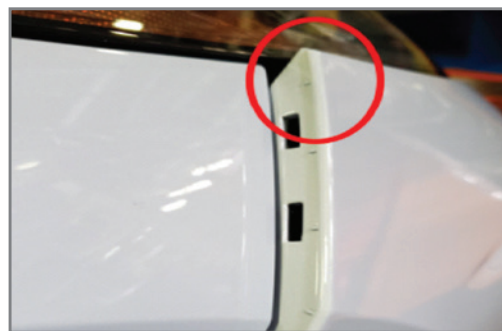
After adjusting the fender inboard, the headlamp lens will be proud of the fender and the fascia tip will be below the headlamp lens.

Refer to Bulletin #20-NA-124 for complete instructions and additional information.

► Thanks to  
Jeff Strausser



Dashed red line shows where the headlamp (#1) is proud of the fender (#2).



The fascia tip installs below the headlamp lens.

## TECH LINK

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