

New MyLink Apps in Radio Software Update



2013 Sonic and Spark models, including the upcoming 2014 Spark EV, (and 2013 Trax models in Canada) equipped with MyLink are becoming more connected than ever before. With a new radio software upgrade, more of customers' favorite smartphone features and applications (apps) will now be accessible through the MyLink infotainment system.

In the U.S., current owners of 2013 Sonics and Sparks equipped with the MyLink infotainment system will be contacted by GM to schedule a no-charge software update. Owners are instructed

to make an appointment at the dealership if they are interested in using the new features and apps.

TIP: The BringGo/TuneIn/Siri Eyes Free bundle software update is not a required update. Customers can choose to have their vehicle updated at their convenience if they are interested in the new capabilities.

Dealerships also should plan to update vehicles currently in inventory during the PDI process so new owners have the latest software when they take delivery.

Available New Apps

BringGo: A third-party embedded smartphone navigation app that displays 3-D maps, routes, traffic data and more

continued on page 2

TECHLINE news

Techline Guidelines on Windows 8 Pro, iPads and Windows XP

Windows 8 and Internet Explorer 10

At this time, GM is assessing the Techline application changes needed to perform with Windows 8 Pro and Internet Explorer (IE)10.

Although the assessment has not been completed, application changes are

required for Tech2Win, GDS 2 and the MDI. Additional dealership communications will be provided as new information becomes available.

Currently, Techline guidelines recommend Windows 7 Professional 32 or 64 bit and IE 9. Review the Dealership Service Department Guidelines

continued on page 2

TECHLINK

Contents

New MyLink Apps in Radio Software Update	1
Techline Guidelines on Windows Pro, iPads and Windows XP	1
Updating the MyLink Radio for New Apps	3
eAssist Service Update	3
The All-new 2013 Buick Encore	4
TAC's Product Quality Center Starts New Approval Process	5
ATS Vacuum-Operating Engine Mounts	6
Padora Tips for CUE	7
Q57 Indirect Fuel Injector Replacement	7
HVAC Module Connector Installation	7
Unwanted Brake Apply while Backing Up	8
Rear DVD Screen is Off after Key is Cycled	8
Unexpected Stability Control Activation	8
Update: Dash Pad Appearance	9
Tire Pop Noise in Cold Temperatures	9
Door Module DTC B2555	9
Service Know-How	10
Car Issues – Fix It Right the First Time	10
Truck Issues – Fix It Right the First Time	10



Customer Care and Aftersales

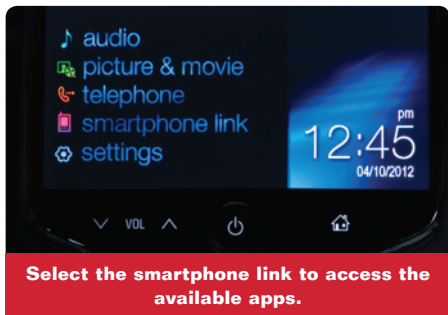
New MyLink Apps – continued from page 1

on the touch-screen radio display (requires separate purchase).

Siri Eyes Free: Chevy Sonic and Spark (and Trax in Canada) are the first vehicles to offer Siri Eyes Free integration. Using a steering wheel-mounted button, iPhone 4s and 5 (or later) owners can use Siri to send text messages, set reminders and more.

Tuneln: A free service that lets users listen to any music, sports, or news radio station from around the world.

Mobile Phone Voice Recognition: Keeps a driver's attention on the road by providing access to select mobile phone voice recognition features using a steering wheel-mounted button.



Plus, customers will still have access to their Pandora and Stitcher apps by selecting the smartphone link for a complete and connected infotainment experience. (Pandora is not available in Canada.)

Compatibility

These new features are available only for 2013 or later Sonic, Spark and Trax models equipped with the MyLink infotainment system. Owners of some 2013 Sonic, Spark and Trax models with the MyLink

infotainment system will require the no-charge software update in order to be compatible. Other Chevrolet models as well as Sonic, Spark and Trax models without MyLink will not be able to use these features.

The BringGo navigation app is compatible only with select phones that meet the memory requirements. The BringGo app must be purchased separately from the iTunes or Google Play stores.

Siri Eyes Free is a feature of iPhone devices running iOS 6.1, so customers must be running the minimum operating system to use the service.

Customers with other mobile devices that have voice recognition capabilities may be able to access select features through MyLink.

Interim Upgrade Details

The BringGo/Tuneln/Siri Eyes Free bundle software update is an interim 2013 model year production upgrade on 2013 Sonic, Spark and Trax models equipped with MyLink.

Sonic, Spark and Trax models with MyLink built before the production upgrade may be upgraded at the dealership. These vehicles include those still in dealership inventory as well as those already purchased by customers.

A radio software update was released in February. Software update instructions are available in #PI0914.

Using the BringGo App

BringGo is a third-party embedded smartphone navigation app. There are three versions available for customer

purchase from the iTunes or Google Play stores, including a \$0.99 trial version and two full app versions with and without map updates.

TIP: Customers who are unsure of their phone's compatibility or available memory should start with a 30-day trial of BringGo for \$0.99.

To use BringGo, a compatible smartphone with at least 3.5 GB of internal memory is needed. Ideally, the phone should have 16 GB of internal memory in order to use BringGo along with other apps and services. It is the customer's responsibility to verify the phone's compatibility.

Once the customer has purchased the BringGo app and downloaded it to the smartphone, these steps must be followed to begin using BringGo in the vehicle:

1. Connect the smartphone to the MyLink infotainment unit using a USB cable for iPhone or Bluetooth for Android
2. Once the smartphone is connected to MyLink, touch smartlink on the touch screen
3. Press the BringGo icon to begin navigation service

The app will automatically locate the customer's current position on the map by receiving GPS signals from the phone. The first time the app is started, it may take several minutes to find the vehicle's location. Once found, BringGo features can be accessed through the Main Menu by pressing the Menu icon.

Dealership Resources

In the U.S., additional information about the new Sonic and Spark MyLink features is available at gmlaunch.com. Click "Library" to find a list of Frequently Asked Questions and a reference guide. Both can be printed for reference with customers.

An in-dealership kit for the BringGo/Tuneln/Siri Eyes Free bundle software update is scheduled to be sent out in early March and includes a dealer letter, hang tags for Spark/Sonic with MyLink, and 5 Things to Know trifold brochures.

If customers have questions, direct them to call 1-855-4-SUPPORT (1-855-478-7767). In Canada, customers should call 1-800-263-3777 (English) or 1-800-263-7854 (French).

Specific BringGo support, including a user manual, can be accessed at www.bringgo.com.

☺ Thanks to Sara LeBlanc

TECHLINE news

at www.gmdesolutions.com/pdfs/GM_Dealer_IT_Guidelines.pdf.

iPads

The use of iPads, which are geared toward consumer use, in the service bay for viewing the Service Information (SI) application are not an approved tablet device. The iPad can view websites, but it does not have a graphic plug-in for the iOS (operating system).

GM approves only tablet devices that run Intel i series processors and Windows 7 Professional for the operating system. These tablets must have the

hard drive and memory capacity to support all Techline applications.

Windows XP Professional

GM Techline discontinued support of Windows XP Pro on January 1, 2011. Over the last two years, Techline inquiries show some dealership service department PCs still use Windows XP. If using Windows XP, review the PC needs in your dealership service department and develop a plan to replace Windows XP machines in order to have full Techline support.

☺ Thanks to Lisa Scott

Updating the MyLink Radio for New Apps

The BringGo/TuneIn/Siri Eyes Free bundle software update is an interim 2013MY production upgrade on 2013 Sonic and Spark models (and Trax models in Canada) equipped with MyLink.

Sonic, Spark and Trax models with MyLink built before the production upgrade can be upgraded at the dealership.

In the U.S., current owners of 2013 Sonics and Sparks equipped with the MyLink infotainment system will be contacted by GM to schedule a no-charge software update. Owners are instructed to make an appointment at the dealership if they are interested in using the new features and apps.

Dealerships also should plan to update vehicles currently in inventory during the PDI process so new owners have the latest software when they take delivery.

Programming Information

Refer to #PI0914 for complete information about programming the MyLink radio with the new calibration.

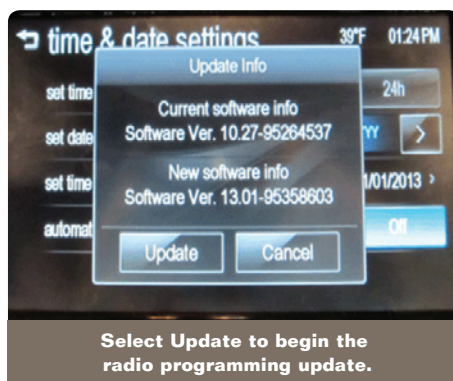
In addition to the new BringGo/TuneIn/Siri Eyes Free bundle software update, it also addresses several MyLink radio conditions regarding a Service Rear Camera message, FM or XM radio station default, XM operation, and inoperative Bluetooth functions.

Programming Instructions

The latest calibrations for the radio are

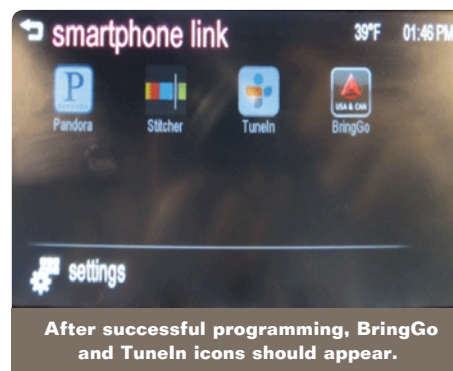
available on TIS2Web. Reprogram the radio following the Service Programming System (SPS) procedures in the appropriate Service Information.

Next, update the radio again, this time using a USB flash drive. It requires a USB 2.0 flash drive with a minimum capacity of 4 GB. In TIS2Web, select A11 Radio USB File Transfer – Programming from the Supported Controllers screen.



Any existing data on the USB flash drive will be erased during the TIS2Web-to-USB flash drive download process. Once the software is downloaded to the USB, do not add any data to the flash drive. The USB 2.0 flash drive should be a known good device with a light to confirm the device is reading/writing when attempting to access.

After all the files are downloaded to the USB flash drive, eject the device from the



computer and insert the USB flash drive in the radio USB port.

TIP: If the message “The following update file is invalid SMD file” is displayed, follow the steps in #PI0914 to change the date and time to continue programming.

When the update info screen appears, select Update. The USB 2.0 flash drive must be installed into the vehicle before selecting “Update Info.” Do not remove the USB flash drive while the update is in progress.

Once the USB programming has been completed successfully and all the steps in the programming procedure are completed, verify that there are two new icons (BringGo and TuneIn) displayed on the smartphone link screen.

🙏 Thanks to Sara LeBlanc

eAssist Service Update

New service part numbers have been released for the eAssist Service Update Bulletin #12238D (Service Update for Inventory Vehicles Only – Loss of Battery Charge – Inspect Generator Control Module) that applies to the 2013 Malibu Eco and 2012-2013 LaCrosse and Regal equipped with eAssist.

The service update calls for inspecting and replacing, if necessary, the Generator Control Module on some models equipped with eAssist. The Generator Control Module may not function properly, resulting in the gradual loss of battery charge, illumination of the MIL, and an eventual engine stall or no start condition.

Dealerships should now receive part number 24267940 for 2012 LaCrosse and Regal models and 2013 Malibu Eco models, and part number 24267941 for 2013 LaCrosse and Regal models.

TIP: If these service part numbers are installed, it is not necessary to repeat a three hour drive cycle. Instead, a charging system voltage output test must be performed. Refer to the bulletin for two options for completing the output test.

In addition, it is important to install GDS 2 to the vehicle prior to starting the service procedure. Using GDS 2, perform a Vehicle Wide DTC check and record any Freeze Frame records. Select the Module Diagnostics/HPCM/Data Display/14V Power Module menu. Leave GDS 2 connected and on this menu throughout the drive cycle. In addition, certain diagnostics for other DTCs may require the technician to retrieve data from other GDS 2 menus.

Replace the Generator Control Module if any one of the following DTCs are set:

- P1AF0 (Drive Motor Control Module Hybrid/EV Battery Voltage System Isolation Lost)
- P1B0B (Drive Motor Control Module Hybrid/EV Battery Voltage Isolation Sensing Circuit 2 Low Voltage)
- P1E0C (Hybrid/EV Battery Voltage Isolation Sensing Circuit 2 Low Voltage)
- P1E12 (Hybrid/EV Battery Voltage Isolation High Resolution Sensing Circuit 2 Low Voltage)

For complete information on the service procedure, refer to Service Update Bulletin #12238D.

🙏 Thanks to Kristin Curran and Brian Ciaverella

The All-New 2013 Buick Encore



Many buyers today are downsizing from a minivan or SUV for the sake of fuel economy and maneuverability, but want to retain functionality as well as luxury. This has led to the creation of the new luxury small crossover segment. The latest entry in this segment is the all-new 2013 Buick Encore.

Because fuel economy is often a deciding factor to new vehicle buyers, the Encore was designed with the latest fuel-saving features, including low rolling resistance tires and electric power steering. The fuel injection system cuts off fuel delivery during deceleration. The electrical system uses a high-efficiency alternator and regulated voltage control. The automatic transmission shifts to neutral during idling conditions. Plus, the Encore features a front under-cover splash shield, front fender liners and aero blades that were designed for aerodynamic efficiency.

Powertrain Features

The Encore is powered by an efficient, power-dense 1.4L turbocharged Ecotec four-cylinder engine (RPO LUV). It generates an estimated 138 horsepower.

The 1.4L turbo-charger is integrated within the exhaust manifold, for reduced weight and greater packaging flexibility.



A reinforced crankshaft and forged connecting rods deliver additional strength to support the engine's pressurized power and torque over a wide rpm band.

TIP: The cooling fan may run for up to four minutes after the ignition is turned off allow for additional turbo cooling.

The Hydra-Matic 6T40 six-speed automatic transmission offers a "steep" first gear

and a "tall" overdrive top gear to achieve a wide ratio spread of 6.14:1. This allows the Encore to achieve robust acceleration in the lower gears, as well as fuel efficiency and lower engine noise at highway cruising speeds.

The Neutral Idle feature is designed to save fuel by automatically shifting the transmission into neutral when the vehicle comes to a stop and the brake is applied. It will then shift back into gear as the brake pedal is released. Drivers may experience a different feeling during starts and stops when driving the Encore compared with other vehicles.

When the vehicle is stopped on a hill, the Hill Start Assist feature prevents it from rolling before driving off. During the transition between releasing the brake pedal and starting to accelerate, Hill Start Assist holds the brake pressure for two seconds to ensure the vehicle doesn't roll. Hill Start Assist will not operate if StabiliTrak is disabled.

On-demand all wheel drive is available as an option. Due to the Encore's design for fuel economy, the system has been optimized for a minimal fuel economy penalty. A two-piece driveshaft connects the front transaxle to the rear drive axle. When wheelspeed sensors detect the need for all wheel drive, the rear differential clutch engages. For improved driveability, the system keeps the clutch engaged below 4 mph (6 kph)

GDS 2

The 2013 Encore uses GM's Global A electrical architecture. This requires the use of the Global Diagnostic System 2 (GDS 2) software and the Multi Diagnostic Interface (MDI) module.

Training courses 16048.26W, H (U.S.) and courses 16048.27V and 16039.16H (Canada) cover the use of the MDI and GDS 2 for diagnostics.

Brakes, Steering and Suspension

The Encore features a MacPherson strut suspension in the front and a compound crank (torsion beam) axle in the rear. Urethane spring insulators in front and rear reduce noise into the driver and passenger compartment. Unique strut and shock valving is tuned specifically for reducing noise and controlling ride.

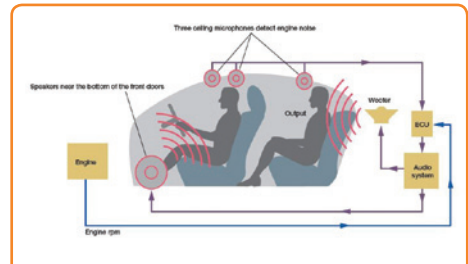
The electric assist for the power steering system is column-mounted and provides variable-effort. The rack and pinion uses a straight ratio. The power steering is de

signed to be quiet when turning, effortless to park, and responsive at highway speeds.

The Encore uses four-wheel disc brakes, with a ventilated disc in front, and a solid disc in rear. The Encore is designed to use only one tire size — P215/55R18. This allows optimization of ride, handling and noise around one 18-inch tire.

Interior Features

The Encore features standard active noise cancellation technology to reduce interior noise. An electronic control module detects engine noise from three ceiling microphones. It also obtains engine rpm from the ECM. It then generates the appropriate anti-noise signal and sends it through the audio system to woofer speakers located near the bottom of the front doors.



Active Noise Cancellation reduces interior noise.

The infotainment system includes a 7-inch Color Connected Radio with Buick IntelliLink, which enables a smartphone to be connected to the infotainment display using a Bluetooth or USB connection. The 7-inch display is not a touchscreen. The infotainment system is controlled using the radio buttons and knobs, voice recognition and the audio steering wheel controls. A touchscreen display is not available on the 2013 Encore.



Transport Mode

The Encore is shipped to dealerships with Transport Mode turned on. Transport Mode reduces the electrical load on the battery when the vehicle is parked to prolong battery stand time. When enabled,

continued on page 5

TAC's Product Quality Center Starts New Approval Process

When a customer has a concern related to a major component, such as an engine, transmission or transfer case, it's up to the technician to diagnose the condition quickly and help get the vehicle back on the road.

Sometimes, there is no fix, and the component has to be replaced. That's where the Product Quality Center (PQC), the authorization center for warranty repairs and major assembly replacements, has always played a part. But, as of July 2012, changes were made that enabled certain dealerships to make the decision on their own about when to repair and when to replace major components.

Exceptions to the PQC Process

When most parts are replaced on a vehicle under warranty, the dealership does so at its own discretion. The dealership is, of course, required to provide the necessary diagnostic documentation to support the resulting warranty claim.

But when it came to major assemblies, including engines, transmissions and transfer cases, authorization was always required from the PQC before replacement.

In July 2012, that rule changed and GM determined, based on periodic reviews, that the PQC process was not necessary for dealerships that have proven to manage their warranty replacement decisions effectively. This decision is now made at the dealership service manager level after the repair/replace analysis is completed.

Driven by a focus on what's best for the customer and the needs of GM dealerships, effective February 4, 2013, 3,600 dealerships in the U.S. and Canada qualified to make their own determination of when a replacement was necessary for transmissions and transfer cases, and 3,800 dealerships became exempt from mandatory PQC approval for engine replacements. For additional information, refer to Bulletin #12-07-30-001 or contact your District Manager-Aftersales.

Although exempt dealerships are not required to contact the PQC for approval to replace major assemblies, they are still required to retain documentation that supports assembly replacement, including proper diagnosis, cost analysis, and validation that the vehicle has factory calibrations.

TIP: Certain Allison transmissions and Duramax diesel engines still require PQC approval.

Currently, approximately 600 dealerships are required to contact the PQC for engine replacements and roughly 700 dealerships are required to contact the PQC for transmission and transfer case replacements.

Eligibility

What steps should be taken to be eligible for this new process in the future?

First, start with a good, thorough review of the appropriate Service Information, check for preliminary information (PI), bulletins and repair instructions. It's important to ensure all the information necessary for the product and customer concern is gathered.

Second, conduct a good cost analysis of the parts and labor involved to properly repair the concern.

Third, the dealership's service manager must approve that a replacement is necessary. This check in the decision making process should take into consideration whether every repair option was reviewed.

Taking these steps should help in making repairs when possible, and confirm with certainty when a replacement is necessary. Refer to the latest version of Bulletin #02-07-30-029 or contact your District Manager-Aftersales for additional details on the approval process.

The Q is for Quality

The operation of the PQC, along with technicians' analysis of repair vs. replace,

plays an important role in the continuous improvement of GM products.

As a basic function, the PQC is a Warranty Authorization center for major assembly part replacements. The PQC also handles parts order restrictions. Restrictions are driven by the PQC's role within the GM Quality organization as a resource to gather information about major component replacements and parts that GM Engineering needs to evaluate.

Parts Restrictions

There are times when Engineering will require the return of specific parts that have been replaced in order to analyze the issue with the part. For example, Engineers recently wanted to know why technicians were replacing the gas tanks on 2007-2010 Chevrolet Cobalt and Pontiac G5 models with the NU6 emission package. After placing a restriction on the fuel tank, GM Brand Quality found that the wiring harness was the source of the condition and the fuel tank did not need to be replaced, so the restriction was changed to only apply to the wiring harness.

In these instances, Engineering issues a PI identifying the component on "parts restriction." When a part is on restriction, the dealership must report the condition to the PQC, along with documentation that supports the technician's diagnosis that a part replacement is necessary. If the Engineering agrees with the assessment, the required replacement part is authorized and shipped for next day arrival. The dealership must return the original part for engineering review.

The PQC team is working hard to help technicians fix vehicles quickly and positively impact the quality of GM's products. The enhancements to the PQC process will help you get your customers back on the road faster while helping GM improve product quality.

👏 Thanks to Dale Hall, Jeff Ray and Jack McVoy

The All-New 2013 Buick Encore – continued from page 4

the red battery indicator light on the instrument cluster will flash and the Driver Information Center will display a Transport Mode On message. Turn off Transport Mode before delivering the vehicle to the customer.

To turn off the Transport Mode:

1. Start the engine
2. Activate the hazard flashers
3. Press the brake pedal
4. Turn the ignition key to the crank position for 15 seconds

Be sure to use the revised PDI form during Pre-Delivery Inspection, which includes information on Transport Mode. Turning off Transport Mode is not covered under warranty since it is part of the PDI.

👏 Thanks to Ange Girolamo and Ernest Haller

Smooth Operator

ATS Vacuum-Operated Engine Mounts

The 2.5L 4-cylinder engine (RPO LCV) and 2.0L 4-cylinder turbocharged engine (RPO LTG) available in the Cadillac ATS use fluid-filled, vacuum-operated engine mounts that vary in stiffness and damping under different operating conditions, contributing to smooth idle and an exceptional ride.

The system consists of two engine mounts, a vacuum tank assembly, two valve assemblies, a filter assembly, and an engine mount vacuum hose assembly (includes a check valve). The engine mount software is in the Fuel Pump Control Module (FPCM).

Operating States

The engine mounts have three operating states.

Idle State – When vehicle speed is less than 9 mph (14 km/h) and engine speed is greater than 300 rpm

Driveaway State – When vehicle speed is between 9–65 mph (14–105 km/h), or above 85 mph (137 km/h).

SRS (Smooth Road Shake) State – When vehicle speed is between 65–85 mph (105–137 km/h) or if the engine speed is less than 300 rpm.

TIP: If a fault is detected in the system, the default mount state is the Driveaway state.

System Operation

The engine mounts are filled with glycol fluid. The fluid is pushed back and forth through different paths in the engine mount by the main rubber element at the top of the engine mount. The fluid flows through either the idle path or the bounce path, which affects the stiffness and damping of the engine mounts. To control the flow of fluid through the paths, vacuum is turned off and on under two separate diaphragms.

The vacuum switchable engine mounts each have two vacuum line ports. The port inside the larger opening on each engine mount is the bounce port. The port inside the smaller opening is the idle port. The bounce port receives the larger diameter straight connector. The idle port receives the smaller diameter 90 degree connector. By design, the bounce port connector will not fit onto the idle port.

The application of vacuum to the engine mount ports is controlled by two valve assemblies. These valve assemblies are On or Off electric solenoids. One valve assembly controls vacuum to the bounce port, and the other one controls vacuum to the idle port. The valve assemblies are powered for 30 seconds after key off.

Vacuum during Each State			
	Idle State	Driveaway State	SRS State
Bounce Port	Vacuum ON	Vacuum OFF	Vacuum ON
Idle Port	Vacuum ON	Vacuum OFF	Vacuum OFF

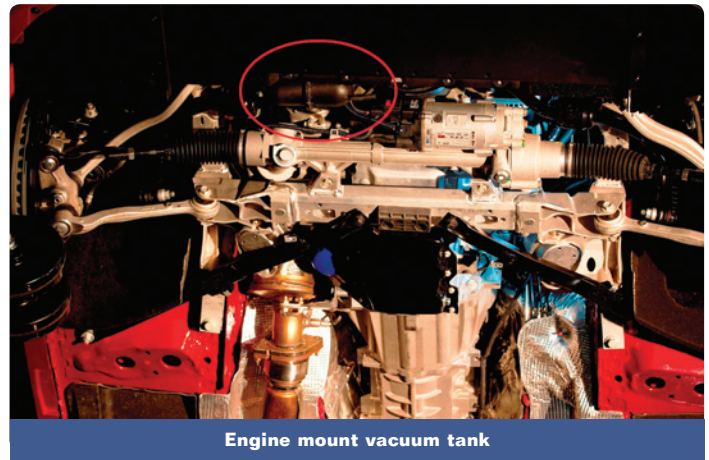
When the valve assembly is off, it is considered closed. There is no vacuum being applied to either the bounce or idle ports on

the engine mount. Instead, the engine mount is venting to atmosphere. When the valve assembly is commanded on, the solenoid is open and there is vacuum applied to either the bounce or idle engine mount ports.

TIP: The vacuum system might not function properly if glycol gets inside the vacuum lines, vacuum tank, or solenoids. This will only happen if the engine mount is defective and glycol leaks out of the idle or bounce port and into the vacuum lines. If this fluid is noticed inside the vacuum tank or vacuum lines, the engine mount(s) that is leaking and the complete vacuum system must be replaced. If the engine mount is leaking, the quantity of glycol will be noticeable. Refer to the Powertrain Mount Service Procedure in the Service Information.

Vacuum System Leak Test

Before checking for vacuum leaks, perform the Valve Assembly Functional Test and a visual inspection of the engine mount vacuum system, checking for loose connections. The engine mount vacuum system leak test should be performed only if there is strong evidence of an improper functioning vacuum operated engine mount system or a leak. All diagnostic checks should be performed before completing the engine mount vacuum system leak test.



Engine mount vacuum tank

TIP: Perform testing with vacuum only. Under no circumstances should the engine mount system be tested using a pressure source. The tank was designed to seal vacuum pressure because that represents the in-vehicle application. It is possible that smoke from a pressure tester can exit the tank when tested under positive pressure, but measure zero leakage when tested under vacuum.

Vacuum leaks may be found using the J-23738-A Mityvac. Refer to the vacuum chart in the appropriate Service Information and apply vacuum to each component of the engine mount vacuum system. When performing the vacuum leak check procedures, be sure the electrical connections to both vacuum valve assemblies remain intact. It will be necessary to use the Tech 2 or GDS 2/MDI to command the valve assemblies on to complete the test of the entire system and valve (solenoid) assemblies.

🙏 Thanks to Jean Hart and Mike Hitzelberger

Pandora Tips for CUE



Pandora Internet Radio is an available application on the 2013 ATS, SRX, XTS equipped with CUE Infotainment System. Pandora is not available in Canada.

If the Pandora app is inoperative or operates intermittently, review the following information.

- Verify Pandora is installed on the mobile device
- Make sure the mobile device is connected via Bluetooth and paired to CUE system.
- Make sure stations have been created in Pandora on the mobile device.
- Launch Pandora by selecting the Pandora icon on the CUE touch screen and allow a few moments for the app to start on the mobile device.
- Make sure the Bluetooth volume on the mobile device is turned up or on. Pandora volume is controlled by the device since it is a Bluetooth application.
- Pandora is controlled by the mobile device's connection and data signal. If the device has a poor data signal, Pandora may not play.
- If Pandora is operating properly, the mobile device should display "Accessory."
- Apple mobile devices must be connected via USB to the vehicle to launch Pandora. Using the Bluetooth input under the media selection will stream audio, but full control of the mobile device using the radio will not be available.
- Some Android phones require a setting in Pandora to allow Pandora to access automotive audio. Launch Pandora on the mobile device, select Settings in the upper right corner of the screen, select "Advanced" and check that "Bluetooth for Automotive" is checked and enabled.
- If the message "No Internet Connection" is displayed on the CUE touch screen, CUE is not picking up the mobile device's Internet connection. Ensure that the device has adequate battery life and a good data signal. Check to see if Pandora can be heard through the device itself. If Pandora is playing through the device, pair the device again or switch to a different audio screen and then come back to Pandora.
- If Pandora is installed on a phone and a media device is also connected, such as an iPod that is connected to the vehicle's USB port, there may be confusion. The first device connected is the device that will launch Pandora. If the device currently playing Pandora is disconnected, the next connected device now becomes the "first" connected device and so on.

☺ Thanks to Ryan Dorland

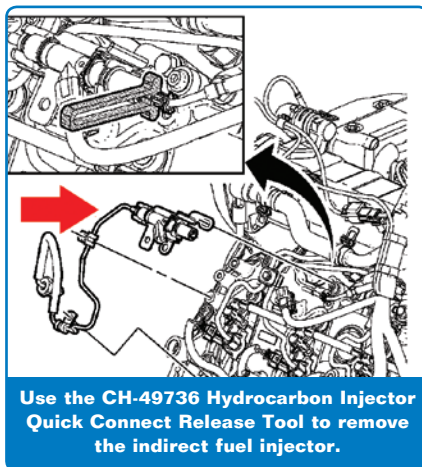
Duramax Diesel Q57 Indirect Fuel Injector Replacement

If DTC P0420 (Catalyst System Low Efficiency Bank 1) is stored on a 2010-2013 Express or Savana or a 2011-2013 Silverado or Sierra, equipped with the 6.6L Duramax diesel engine (RPOs LML, LGH), follow all of the Service Information diagnostic procedures. If diagnosis leads to the Exhaust Aftertreatment Fuel Injector Diagnosis, document all test results.

TIP: A malfunctioning Q57 indirect fuel injector can cause DTC P0420 to set, so it's important to thoroughly follow the Service Information diagnosis before determining that the Diesel Oxidation Catalyst (DOC) needs to be replaced.

GM Engineering is asking to document the following information on the repair order if diagnosis leads to replacement of the Q57 indirect fuel injector for DTC P0420, including:

- Quantity of fuel flow measured (ml) after performing the exhaust aftertreatment fuel injector diagnosis
- Engine hours as found on the Driver Information Center



- Type of vehicle/general usage (shuttle bus, commercial vehicle, light duty, hauling, etc.)
- Estimated percentage of time the vehicle spends at idle

☺ Thanks to John Stempnik

HVAC Module Connector Installation

After removing the connectors on the Electronic Climate Control Module (HVAC Module) of the 2013 ATS with the vehicle battery still connected, it is possible to reconnect the connectors in the wrong order when reinstalling the HVAC module.

To eliminate any confusion or concerns when reconnecting the HVAC Module:

- Connect the connectors in the proper sequence. J1, J3, and J4 can be installed in any order, but J2 (brown power connector) must be last to avoid the actuator relearn process.
- If the proper connection procedure is not followed previous to reinstallation of the HVAC module connectors and it appears an actuator is stuck, refer to PIC5794 to calibrate the actuators.

TIP: Disconnecting the vehicle battery will cause the customer's personalization settings to be lost.

☺ Thanks to Stephen Jacob

Unwanted Brake Apply while Backing Up

The 2013 ATS with the Driver Assist Package (RPO Y66), 2013 SRX with the Driver Assist Package (RPO PCX) and 2013 XTS with the Driver Assist Package (RPO PCX) have rear bumper sensors that need to be clean and free of mud, snow and ice to work properly.



Keep the rear sensors clean for proper operation.

Unwanted rear Parking Assist alerts and/or unwanted Automatic Braking while backing up may occur if the rear sensors are dirty.



Parking Assist button on the SRX.

If the customer feels the brakes apply or experiences unwanted parking assist alerts while backing up, the rear bumper should be cleaned as soon as possible. If the rear bumper cannot be cleaned immediately, the Parking Assist and Automatic Braking features can be turned off by pressing the Parking Assist button on the center console next to the shift lever each ignition cycle to disable the system until the rear bumper can be cleaned.

🙏 Thanks to Stephen Jacob

Rear DVD Screen is Off after the Ignition Key is Cycled

The rear DVD video screen will not turn back on after an ignition key cycle on 2013 Enclave, Traverse and Acadia models. This is a normal operating characteristic and no repairs should be made.

For the 2013 model year, the operation of the video screen with an Ignition off cycle is to power down the video screen when the Retained Accessory Power is disabled. When the ignition key is turned on, the video screen will remain off -even if the DVD was the last active source.



To turn on the video screen, press the power button on the remote control or, from the front seat, toggle the pause/play button on screen control (viewable by touching the radio screen) with the active source as DVD.

The video screen is turned off after an ignition cycle to prevent the video screen from being active with no second row occupants. The video screen is not a smart screen and will continue to play even in the retracted (up) position.

🙏 Thanks to James Miller

Unexpected Stability Control Activation

On some 2010-2013 LaCrosse models, a brief, intermittent grind noise or ABS pump motor noises may be heard from the front of the vehicle when maneuvering through banked turns, usually between 20-30 mph. In addition, the StabiliTrak warning lamp on the instrument cluster may flash along with possible throttle reduction when maneuvering through slightly banked turns at reasonable speeds. This condition normally corresponds with no reported Electronic Brake Control Module (EBCM), Anti-Lock Brakes or Stability Control DTCs set.

The current EBCM Stability Control System calibration is detecting a "Banked Bend"-type maneuver, resulting in the activation of the stability control system with possible throttle reduction.

Do not attempt to replace the EBCM or Brake Pressure Modulator Valve (BPMV). The EBCM and BPMV are on part restriction and will not be released for this condition.


An updated EBCM module calibration is now available using TIS2Web. This new calibration will eliminate or diminish the throttle reduction for these banked road driving conditions or maneuvers.

In some cases, the flashing Stability Control warning lamp may still be observed. The StabiliTrak system activates whenever the computer senses a difference between the intended path and the direction the vehicle is actually traveling. This condition should be considered normal operation.


🙏 Thanks to Christopher Crumb

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Update: Dash Pad Appearance

The dash pad area surrounding the radio center stack on some 2012-2013 Camaros may appear to be deformed or wrinkled. This area may be slightly to the left or right of the center stack, or directly above it. The trim piece does not appear like this when the car was new.

A new dash pad that resolves this condition is now available through GM Customer Care and Aftersales.

 Thanks to Matt Bierlein



Tire Pop Noise in Cold Temperatures

The 2012-2013 Camaro ZL1 and 2013 Camaro SS with RPO 1LE feature high performance tires that may exhibit a single audible "pop" or "snap" noise immediately after the vehicle is put into motion. This noise is typically noticed first thing in the morning after the vehicle has been stationary overnight or for an extended period of time and is more pronounced in lower ambient temperatures. The noise sounds similar to a brake pad that has temporarily stuck to a rotor due to vehicle inactivity. After the initial vehicle movement, the noise can no longer be duplicated until the car remains stationary again for an extended period of time.



This condition is a characteristic of the vehicle's high performance tires. Due to the tires' soft rubber compound, they have a natural tendency to stick to the pavement. When the vehicle is moved, this pop noise is the sound of the tire releasing from the pavement. Do not make any repairs. This is a normal characteristic of the high performance tires.

 Thanks to Matt Bierlein

Door Module DTC B2555

On some 2007-2013 Avalanche, Silverado, Suburban, Tahoe, Sierra, and Yukon models, DTC B2555 (Passenger Compartment Lamp Control Circuit) may be found in a Driver and/or Passenger Door Module. DTC B2555 is associated with front driver and passenger door panel courtesy lights that are only available on certain models. The door module calibrations for the vehicle are the same if equipped with or without the door panel courtesy lights, which means that DTC B2555 may set on a vehicle NOT equipped with the front door panel courtesy lights.

DTC B2555 should be ignored if set in a Driver and/or Passenger Door Module on a vehicle not equipped with front door panel courtesy lights.

 Thanks to James Will



Car Issues – Fix It Right the First Time

Model Year(s)	Vehicle Line(s)/Condition	Do This	Don't Do This	Reference Information/Bulletin
2013	All Lines – Multi-Media Interface Tester (MIT) software update for InTouch radio	There is a new software update available for the MIT that will allow the end user to additionally test the InTouch radios.	Replace radio if the tool is not updated per the latest s/w.	PI0911
2013	Spark, Sonic – BYOM XM radio inoperable, service camera message on, no Bluetooth function, Siri Eyes Free software, BringGo and TuneIn radio applications added	An updated software calibration has been released to address these conditions. Reprogram the radio following the steps below: Part 1. SPS programming with the latest calibrations available on TIS2Web. Part 2. USB Programming.	Replace the radio.	PI0914
2013	Malibu – Rear seat armrest will not fold up completely or lay flat on seat bottom	Reposition armrest in bracket. Order new bracket only if necessary.	Replace complete armrest.	PI0902
2013	Malibu – MIL on, DTCs P059F and/or P069E set	Inspect air shutter assembly for damage/debris, order and install washer from WPC if necessary.	Replace air shutter assembly.	PI0922
2012-2013	Regal, LaCrosse, Malibu – Service Update for Inventory Vehicles Only - Loss of battery charge- inspect Generator Control Module	Perform a charging system voltage output test if part number 24267940 or 24267941 is installed.	Repeat a 3 hour drive cycle if part number 24267940 or 24267941 is installed.	12238D
2012-2013	Corvette, Camaro – Thin finish in lug nut recesses on optional gloss black wheels	Paint the lug nut area of the wheel.	Replace wheels for thin paint in the lug nut area.	PI0484A
2005-2013	Corvette Convertible – Dark stains on tonneau lid	Dark stains on tonneau lid	In most cases painting is not required.	13-08-51-001
2011-2013	Camaro – Accessory blade spoiler	Obtain new emblem if equipped, additional cost to kit.	Do not charge to warranty.	PI0913



Truck Issues – Fix It Right the First Time

Model Year(s)	Vehicle Line(s)/Condition	Do This	Don't Do This	Reference Information/Bulletin
2013	Silverado, Sierra, Savana, Express – Harsh shift, illuminated MIL, DTC P0716 and/or P0717 may be current or in history in the TCM	Replace the Input Speed Sensor and check the TCM grounds at the TCM.	Replace the transmission.	PIP5084A
2007-2013	Yukon XL Denali, Yukon Denali, Yukon XL, Yukon, Sierra, Tahoe, Suburban, Silverado, Avalanche, Escalade EXT, Escalade ESV, Escalade – Hydraulic power steering leak at hose connection to steering rack	Verify leak with dye. Replace Duckbill seal using J-42640 if necessary.	Do not replace steering gear or lines.	12-02-32-001A
2007-2013	Silverado, Sierra – Reduced heater performance with winter grille cover installed	Relocate the ambient air temperature sensor.	Do not replace any HVAC components.	11-01-39-005A
2011-2013	Traverse, Enclave, Acadia – Creak noise from driver and/or passenger seat track front mounting area	Install shim under seat track.	Replace seat track.	PI0521D
2013	Traverse, Enclave, Acadia – Bubbles, bumps or raised sections on side door interior trim panel(s)	Repair door trim.	Replace door trim.	PI0905
2012-2013	Escalade ESV, Escalade EXT – Rear door exterior paint finish chipped, cracked or scratched along lower rear corner of rear side door reveal molding	Repair using spacers.	Do not replace reveal molding or refinish w/o adding spacer.	PI0900

Service Know-How

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