The effectiveness of the GM Technical Assistance Center depends greatly on the depth of its database of vehicle repairs. That TAC database is built by the calls from dealership technicians as well as emerging issues from GM Brand Quality and Engineering. But what about new GM products being launched, when a database has not been developed or is not yet mature? This is when TAC goes into action.

When a new GM model is introduced, TAC sets up an Action Center. During the launch, TAC partners with Brand Quality engineers, assembly plant management and product engineers to review new product cases and resolve new vehicle issues. This process enables TAC to quickly communicate repair information to technicians via Service Information (SI) as well as GM representatives in the field based on engineering and plant recommendations.

The Action Centers for each new model are not permanent departments within the Technical Assistance Center. Each one runs for three months during initial vehicle production. But the goal of the Action Centers is the same as with every TAC call — to provide technicians with a quick resolution for a repair. However, this is more difficult on new products since the database of product resolutions has not been developed. The resources available to the Action Center allow for the swift development of a new product database so that accurate information can be provided to technicians, or if not available, immediate repairs can be developed by GM engineers.

Recently completed Action Centers in 2012 include the Sonic, Buick eAssist, Verano, Malibu Eco, Spark, SRX, XTS and ATS. Action Centers also are planned for upcoming products such as the Buick Encore, Chevrolet Impala and Silverado, and GMC Sierra. One of the first Action Centers — the Malibu Eco Action Center — was headed by...
The results of the Action Centers have enabled the Action Centers to enhance new model quality. The Action Centers hold a daily conference call with all involved representatives throughout GM to discuss every TAC case that is entered in the database. The goal is to follow-up on each case, recommend a repair, ensure the issue is resolved and to get the needed information to the dealership, plant, and engineering to improve early product quality and ensure repairs are made quickly and correctly.

To meet this goal, it is very important for dealership technicians to call and set up an Action Center case on the new product even if diagnostic assistance is not needed to repair the vehicle. All technicians are encouraged to use their smartphone or digital camera to take photos when appropriate and have them available during the phone call with TAC.

Change at Assembly Plant

A change was made at the assembly plant on the 2013 XTS to eliminate a rear air suspension leak. TAC Action Center cases identified where the rear suspension air lines were not fully inserted or seated into the air spring fitting, which provided a leak path. A repair was recommended for vehicles at dealerships (sliding the ferrule retainer further back on the air line) and this repair was instituted at the assembly plant as well.

Hard to Find Cause

Sometimes the Action Centers uncover the source of a hard-to-find repair. On the 2013 Malibu Eco, a drained 12V battery, along with erratic backlighting of several switches, was determined to be caused by a fault in one of the dome lights in the overhead console.

Product Change

In some instances, the Action Center cases result in product changes that improve initial vehicle quality. A repair to the Integrated Center Stack on the 2013 XTS, where a number of parts were being replaced due to numerous failure modes, was based on supplier feedback regarding a faulty internal ground. The faulty part has been fixed in production. A new Integrated Center Stack is now available to the field to resolve product issues that involve unwanted radio volume increases, nonfunctional buttons and heated/ventilated seat functions.

By listening to technicians who call the Action Centers, TAC is able to get critical information out to the engineers and plants quickly. Plus, the information gathered by technicians are providing lessons learned that are being put in place on other new model launches.

Overall, the expertise of TAC, GM Engineering, Brand Quality, assembly plant management and technicians working together on new product issues has enabled the Action Centers to enhance new vehicle quality.

Sentence: Thanks to Dale Hall

Multi-Axis Sensor Replacement

The stability MIL may be illuminated or a Service Traction or Service Stability message may be displayed on the Driver Information Center on some 2011-2012 SRX, Equinox and Terrain models. DTCs C056D symptom 39 (Electronic Control Unit Hardware Internal Malfunction) or 4A (???) or 00 (Electronic Control Unit Hardware Malfunction) may be set in the Multi-Axis sensor.

The Electronic Brake Control Module (EBCM) may have a combination of one or more DTCs set: C0186 sym 71 (Lateral Acceleration Sensor Circuit Invalid Data), C0196 sym 71 (Yaw Rate Signal Invalid Data), C0287 sym 71 (Longitudinal Acceleration Sensor Circuit Invalid Data), or C0280 sym 54 (Stability System Active Too Long High Temperature), and may have other combinations of symptoms 5A, 3B, 4A, or 00. This has been found to be caused by a faulty Multi-Axis sensor.

The Electronic Brake Control Module (EBCM) must be replaced, the newly installed Multi-Axis sensor has to be configured and the Yaw Rate sensor offset learned. Refer to the latest version of #PIT5187 for additional information on the Yaw Rate sensor learn procedure.

TIP: When using TIS2Web, it’s recommended to have the MDI connected to the USB or Ethernet port to reduce configuration programming issues. Failure to do this may result in DTC C0287 5A (Longitudinal Acceleration Sensor Circuit Not Plausible) or C0186 5A (Lateral Acceleration Sensor Circuit Not Plausible) or possible unwanted stability activation due to the configuration not taking place in the Multi-Axis sensor.

Sentence: Thanks to Gordon Baillod

If the Multi-Axis sensor/module is replaced, the newly installed Multi-Axis sensor include Yaw Rate sensor, Inertia Measurement Unit, and Inertia Sensor Module. These terms are all related to the same sensor/module.

Do not replace the EBCM for this condition.

TIP: Other terms used for Multi-Axis sensor include Yaw Rate sensor, Inertia Measurement Unit, and Inertia Sensor Module. These terms are all related to the same sensor/module.

If DTC U0074 (Control Module Communication Bus B Off Malfunction), U0125 (Lost Communication With Multi-axis Acceleration Sensor Module), U0126 (Lost Communication With Steering Wheel Angle Sensor Module), or U0073 (Control Module Communication Bus A Off) is set, there may be an issue with MDI cable resistance. Review the latest version of #PIT5076.

When using GDS, check the EBCM, Multi-Axis sensor/module and Steering Angle sensor/module for DTCs.
New Full-size Truck Front Axle Shaft Seal Installation

A new front axle shaft seal has been released for service repairs on 1998-2013 Chevrolet and GMC 1500 series four-wheel-drive and all-wheel-drive truck models. There are several changes made to the new seal to be aware of during installation.

The new front axle shaft seal (part number 22761722) has a different appearance than the old seal.

The previous seal has exposed metal facing inward toward the fluid.

When installing the new seal, the exposed metal should face outward and the black side of the seal should face inward. The words “Air Side” also are molded into the rubber on the outward facing side.

Thanks to Dave MacGillis

Location of the seal on the left axle shaft.

4L60E Automatic Transmission Reaction Carrier

A ticking noise when driving above 30 mph (50 km/h) in third or fourth gear may be heard from the 4L60E automatic transmission (RPO M30) on some 2012 Colorado and Canyon models and 2012-2013 Express, Savana, Silverado and Sierra models, built prior to January 15, 2013.

The ticking noise is present with the Torque Converter Clutch engaged or disengaged and may also be present in second gear under certain driving conditions.

A mis-machined reaction carrier may have an out-of-round condition, which could cause the low and reverse clutch plates to stick and release, creating the ticking noise.

If this condition is found, replace the reaction carrier (part number 24241237) and the low and reverse clutch plates.

Thanks to Mark Gordon

Inner facing side of the new seal.

Outward facing side of the new seal with the words AIR SIDE.

Reaction carrier (item 681)

New Full-size Truck Front Axle Shaft Seal Installation

Intermittent Service 4WD Message

Avalanche, Sierra and Yukon models equipped with four-wheel drive (RPOs NP0, NQF, or NQH), an intermittent Service 4WD message may be displayed on the Driver Information Center and any of the following DTCs may be set: C0306 (Motor A or B Circuit), C0321 (Transfer Case Module Lock Circuit), C0387 (Unable to Complete Shift Circuit), C0398 (Incremental Sensor – Rotational Position Sensor Correlation Plausibility Failure), C0396 (Incremental Sensor Circuit), C0569 (System Configuration Error Calibration Not Learned).

Review the wiring schematics for the related DTC. Recently returned transfer case control modules and transfer case actuator motors have shown a high number of No Trouble Found parts and subsequent warranty claims for wiring repairs related to X109. Before replacing the transfer case control module or actuator motor, review terminals at X109 for proper tension, crimp, full seating and overall condition.

Along with X109, poor terminals in X3 of the transfer case control module may result in DTCs C0306, C0387 and C0569 as this connector houses the motor AB circuits (1552/1553). For DTC C0321, thoroughly inspect circuit 1342 at X109.

Thanks to Steve Schipansky

X109 (item 4)
Intermittent Exhaust Camshaft Position Sensor Signal

Some 2009-2011 Aveo (Wave), 2011-2013 Cruze and 2012-2013 Sonic models equipped with a 4-cylinder engine (RPOs LUJ, LUV, LUW, LWE, LXV) may have an intermittent engine no crank condition. If the ignition is cycled Off and then back On, the engine may crank.

The no crank condition may be caused by the ECM receiving an intermittent exhaust camshaft position sensor signal as soon as the ignition is turned On. As a result, the ECM does not send a crank request signal because it has determined that the engine is already running.

**TIP:** The intake camshaft position sensor will not cause this intermittent engine no crank condition. If the intake camshaft position sensor has a fault, a DTC will be set.

Do not replace the exhaust camshaft position sensor based solely on the engine no crank condition. Perform the following procedure to check the operation of the exhaust camshaft position sensor:

1. Connect a scan tool to the vehicle.
2. Turn the ignition On with the engine Off.
3. Perform the Diagnostic System Check – Vehicle. If any DTC is set, refer to the Service Information for the DTC.
4. On the scan tool, select Engine Data.
5. With the ignition On and the engine Off, check for an incrementing Active Counter parameter, listed as Exh. CMP Active Counter or Exhaust Camshaft Position Active Counter. The scan tool parameter name will vary depending on the vehicle.
6. If the Active Counter parameter is incrementing, replace the exhaust camshaft position sensor according to the Service Information procedures.

Thanks to Jeff Kropp

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Radiator Baffle Noise

Some 2012 Sonics may exhibit a rattle, clunk or flutter-type noise coming from the front of the vehicle while driving. It may be difficult to isolate the source of the noise.

If this condition is present, inspect the upper radiator baffle for a loose or missing clip.

If the baffle is determined to be OK, use the chassis ears on various components and locations of the vehicle to help isolate the source of the noise condition.

Thanks to Ernest Haller

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ABS or StabiliTrak/Traction Control MIL On

The ABS or StabiliTrak/Traction Control MIL may be illuminated on some 2013 Equinox and Terrain models. A Service Stability message also may be displayed on the Driver Information Center. DTC C0035 symptom 0F (Left Front Wheel Speed Sensor Circuit Signal Erratic) or 18 (Left Front Wheel Speed Sensor Circuit Low Signal Amplitude) and/or DTC C0040 symptom 0F (Right Front Wheel Speed Sensor Circuit Signal Erratic) or 18 (Right Front Wheel Speed Sensor Circuit Low Signal Amplitude) may be set in the Electronic Brake Control Module.

Remove and inspect the affected wheel speed sensor from the knuckle. If there is evidence that the tip of the wheel speed sensor has been rubbing, look for an off-centered axle washer-to-hub bearing. This may be caused by one of the washer tabs being bent during assembly, which may result in the washer becoming off-centered and contacting the wheel speed sensor while driving.

Remove the hub bearing, discard the washer and install a service washer (P/N 11611232).

**TIP:** The replacement washer has a smaller outside diameter to reduce the chance of contacting the wheel speed sensor.

Thanks to Gordon Baillod
GM’s Ferritic Nitro-Carburizing (FNC) technology — similar to carburizing used in powertrain gear hardening — could double the life of brake rotors, from an average life expectancy of 40,000 miles to 80,000 miles (65,000 km to 130,000 km). The FNC treatment provides outstanding wear and corrosion protection that delivers more durable as well as cleaner rotors, which may be more noticeable during the wet winter months.

FNC rotor technology was first introduced on the 2009 DTS and Lucerne Super. Currently, it is used on several models, such as the new Malibu and ATS, and plans call for it to be featured on more than 80 percent of GM’s U.S. vehicles by the 2016 model year.

GM is the only company that has found a way to effectively treat brake rotors with the FNC process and has several patents pending on the technology. Typically, there is a balancing act between performance and service life when designing a brake rotor and brake pad combination. More aggressive brake pad materials offer shorter stopping distances, clean up rotor corrosion quickly and have a longer service life because they tend to wear slower. However, the aggressive pad material often creates more brake noise and dust issues while also wearing the rotor faster.

**Heat Treatment**

Application of the FNC technology involves an additional manufacturing process that heats the rotors at 560°C for up to 24 hours in a giant oven. Inside the nitrogen-rich atmosphere, nitrogen atoms bond to the surface of the steel rotor, hardening and strengthening the rotor. This hardened layer allows the rotor to wear slower and reduces rotor corrosion.

More than 80 percent of U.S. vehicles are exposed to environmental corrosion creators, such as acid rain, snow and ice, and road salt. To slow the oxidation process that leads to corrosion brought on by the environment, the unique FNC process lays down a 10-micron-thick transfer layer -- equivalent to one-tenth the width of a human hair -- across the entire rotor surface as well as the center “hat” section and inside the central cooling vanes of ventilated rotors.

The FNC treatment creates a strong surface that provides sufficient friction and effective braking performance while providing optimal corrosion protection and wear. This results in reduced rotor thickness variation on treated rotors caused by an uneven buildup of rust on the rotor that occurs over time vs. untreated rotors.

In addition, FNC rotors create less brake dust than non-FNC rotors. So along with less rust, wheels that show off wheel hardware are kept looking clean longer.

**Service Concerns**

FNC technology can extend the life of the rotors, but when it does come time for service, it also raises a few questions regarding resurfacing.

As with any brake noise or pulsation concern, when servicing a vehicle with FNC rotors, inspect the brake rotors and pads for any unusual wear or corrosion. Extensive corrosion can cause pulsation due to thickness variation. This usually happens when the vehicle is parked for long periods of time and the braking surface area under the pads corrodes at a different rate compared to the rest of the braking surface area.

If the brake pads are unevenly worn side-to-side and/or inner-to-outer, burnish the brakes as outlined in the appropriate Service Information. The burnishing procedure can help clean up the braking surface. Replace the brake pads if necessary.

Do not refinish the FNC rotors unless the rotors are determined to be the cause of the brake concern.

**Does resurfacing FNC rotors remove the specially-hardened layer?**

The FNC heat treatment of the brake rotors is approximately 10 microns thick. If the rotors are resurfaced, it will remove the FNC layer from the braking surface of the rotor. This is acceptable, and turns the rotor into a regular rotor without the FNC corrosion protection benefits.

**Does removing the FNC layer change the braking dynamics of the vehicle?**

Removing the FNC layer can change the output. If a front rotor needs to be refinished, both front rotors should be refinished. If a rear rotor needs to be refinished, all front and rear rotors should be refinished.

**Will resurfacing FNC brake rotors wear a brake lathe faster?**

There may be some minor wear on the resurfacing equipment since the FNC rotor has a hardened surface.

**Can the materials used in some aftermarket brake pads adversely affect FNC rotor performance?**

Yes. Semi-metallic-based brake pads may shorten the life of the FNC coating. The FNC coating also can affect the output. Original Equipment Manufacturers’ (OEM) brake pads are recommended.

(®) Thanks to Matt Gibbard
Steering Column Lock Noise

A grunt or buzz noise from the steering column area may be heard on some 2013 ATS models equipped with the Steering Column Lock Control (RPO ULS) when the ignition is turned On and again when the ignition is turned Off and the driver’s door is opened. This noise may be caused by the cycling of the steering column lock actuator locking or unlocking the steering column.

TIP: The driver’s door must be open before the steering column lock actuator will move to the Lock position.

With the driver’s door open, turn the Ignition on and off several times while listening to the column lock actuator cycle.

Do not replace any parts if the noise level is the same when locking and unlocking. The difference in noise level would have to be much louder when locking than during unlocking for any part replacement to prove beneficial.

If the noise is the same for both locking and unlocking, no repairs are necessary. This should be considered a normal characteristic of the actuator cycling.

If the noise is noticeably increased during locking than when unlocking, replace the steering column lock actuator.

Thanks to Jeremy Richardson

Outside Ambient Temperature and HVAC Temperature Displays

The driver and passenger temperature settings may be displayed in Celsius or the outside ambient temperature may be missing from the radio/HVAC display on some 2012-2013 Verano and 2013 Malibu models.

These conditions may be caused by a disconnected outside ambient temperature sensor or a wiring fault.

Connect the vehicle to the GDS 2 scan tool and check the Instrument Panel Cluster for DTCs. If DTC B0158 (Ambient Air Temperature Sensor Circuit) is set, check the connection of the outside ambient temperature sensor. If the connection is secure, check the integrity of circuits 61 and 636 from the sensor to the Instrument Panel Cluster.

Thanks to Jeremy Richardson

Ambient air temperature sensor location on the 2013 Malibu

Enabling HVAC Afterblow on the ATS

When attempting to enable the HVAC Afterblow feature on 2013 ATS models built prior to VIN 1G6AH5RX0D0142531 using GDS 2, the following error message may be received: HVAC Afterblow Configuration “Possibly Wrong Vehicle.”

Afterblow is a feature that dries the evaporator core by operating the blower motor after the engine is turned off to reduce the amount of microbial growth that can create undesirable odors. The vehicle does not come equipped with the Afterblow feature enabled. If the Afterblow feature is required due to an odor concern, the enable feature in GDS 2 is non-functional at this time due to a software condition within the HVAC module. Do not replace any parts for this condition.

Through the use of GDS 2, determine the part number of the HVAC module and software within the vehicle. Electronic Climate Controller (HVAC module) part number 13587255 with software part number 13587263 is the only module/software affected by this condition.

If the module/software part number combination listed above is confirmed, contact the Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French) for a VCI number to download the utility file that will enable the Afterblow feature.

Refer to the latest version of #PIC5730 for additional information on programming the HVAC module.

Thanks to Jeremy Richardson

Inoperative Door Locks

When attempting to enable the HVAC Afterblow feature on 2013 ATS models built prior to VIN 1G6AH5RX0D0142531 using GDS 2, the following error message may be received: HVAC Afterblow Configuration “Possibly Wrong Vehicle.”

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Refer to the latest version of #PIC5730 for additional information on programming the HVAC module.

Thanks to Jeremy Richardson
Automatic Locking Fuel Filler Door

The Remote Locking Fuel Filler Door feature (RPO N08) on the 2013 ATS may be misunderstood by some customers.

Some customers may comment on the following items:
• The fuel door is locked when the driver gets out of the car to fuel the vehicle
• The fuel door does not unlock as expected
• The fuel door opens unexpectedly after fueling and closing the fuel door

The Body Control Module (BCM) controls the locking of the fuel door in conjunction with locking the driver’s door. When the driver’s door is locked, the fuel door also is locked if the Passive Locking feature is enabled. Passive Locking is a selection that may be turned on/off by the customer. The default for this feature is OFF. When this feature is enabled, the vehicle will passively lock eight seconds after the driver exits the vehicle. After eight seconds, the doors lock automatically, as well as the fuel door, if equipped with the locking fuel door option.

At a gas station, if the fuel door is not opened within eight seconds of the driver exiting the vehicle with the key fob, the fuel door locks when the doors lock (this ONLY happens if Passive Locking is enabled in the Vehicle Settings menu system).

If the fuel door has been opened, the fuel door lock will still be engaged. If the fuel door is not firmly closed, it may not fully engage the lock. Upon the unlocking of the driver’s door after refueling, the fuel door also unlocks. If the fuel door is not firmly closed, this action could allow the fuel door to open unexpectedly.

Explain to the customer how the Passive Locking system works and discuss the locking options. If the customer prefers to have the Passive Locking enabled and does not open the fuel door within eight seconds, the fuel filler door can be unlocked by:
• Pressing the key fob Unlock button to unlock the driver’s door and the fuel door.
• Pressing and holding the Unlock switch on an open door for a few seconds when exiting (there should be three chimes provided for confirmation), which will temporarily disable the Passive Locking feature. Passive Locking will remain disabled until after the next ignition cycle.

Thanks to Jeremy Richardson

Creak Noise when Making Right Turns

Some 2013 ATS models, built before VIN 1G6AC5SX9D0143203, may exhibit a creak noise from the left front of the vehicle when making hard right turns or fast sweeping turns, such as when entering/exiting highways. The source of this noise may be difficult to isolate.

Inspect the air conditioning muffler, which is part of the air conditioning compressor and condenser hose. The muffler may be contacting surrounding objects. Reposition the A/C muffler pipe as necessary to eliminate the potential for contact.

Thanks to Jeremy Richardson
## Car Issues – Fix It Right the First Time

<table>
<thead>
<tr>
<th>Model Year(s)</th>
<th>Vehicle Line(s)/Condition</th>
<th>Do This</th>
<th>Don't Do This</th>
<th>Reference Information/Bulletin</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>Sonic — Front door wind noise</td>
<td>Cover the notch with tape</td>
<td>Replace the glass run channel weatherstrip</td>
<td>PI0854</td>
</tr>
<tr>
<td>2006-2012</td>
<td>Aura, Malibu, G6 — Rear window defogger inoperative</td>
<td>Install external fuse and relay in addition to replacing rear fuse block</td>
<td>Replace rear fuse block only</td>
<td>PI0857</td>
</tr>
<tr>
<td>2013</td>
<td>Malibu — Engineering Information – Active grille air shutter malfunction</td>
<td>Contact Engineer prior to replacing grille air shutter assembly</td>
<td>Replace the grille air shutter assembly before contacting Engineer</td>
<td>PIE0228A</td>
</tr>
<tr>
<td>2011-2012</td>
<td>Terrain, Orlando, Equinox, Regal, LaCrosse — Loud rattle noise on startup, rattle noise stops in 3 seconds or less</td>
<td>Replace the oil control valves and the camshaft actuators, and install the latest ECM calibration</td>
<td>Replace just the oil control valve or just the cam actuators</td>
<td>PI0562E</td>
</tr>
<tr>
<td>2008-2012</td>
<td>CTS — Radio static on all AM stations</td>
<td>Replace coax cable to radio</td>
<td>Replace antenna, radio, or coax cable in headliner</td>
<td>PI0853</td>
</tr>
<tr>
<td>2012-2013</td>
<td>Impala — Flutter or rattle noise heard from HVAC vent</td>
<td>Remove loose mylar on the foam seal under the HVAC vent doors</td>
<td>Replace any other parts of the HVAC system</td>
<td>PI0856</td>
</tr>
<tr>
<td>2011-2012</td>
<td>Sonic, Cruze — Turbocharger oil feed and return line inspection when servicing turbocharger assembly</td>
<td>Update the ECM to latest calibrations and check oil feed pipe for blockage when servicing a turbocharger unit. Educate the customer on the changes made to the cooling fan operation</td>
<td>Replace turbocharger without checking for proper calibrations and oil feed pipe restrictions</td>
<td>PI0851</td>
</tr>
<tr>
<td>2012-2013</td>
<td>Corvette — Carpet pulls loose from under console</td>
<td>Reposition the carpet to move inboard and tuck carpet further under the console</td>
<td>Replace the carpet as the replacement carpet is the exact same size</td>
<td>PI0852</td>
</tr>
<tr>
<td>2013</td>
<td>Volt, Terrain, Malibu, Equinox, Regal, LaCrosse — DTC C0544 and/or U0415 set and will not clear, MIL On</td>
<td>Reflash the EPS control module per the bulletin instructions to clear these codes</td>
<td>Replace the steering control module or gear for difficulty in clearing these codes</td>
<td>PI0800A</td>
</tr>
<tr>
<td>2013</td>
<td>XTS — Power steering gear leak</td>
<td>Ensure leak path</td>
<td>Replace steering gear only if duck bill seal(s) are leaking</td>
<td>PI0859</td>
</tr>
</tbody>
</table>

### TXL Wire Part Numbers

GM recommends using TXL wire when making wiring repairs because its reliability and high temperature performance helps maintain wire harness integrity. Standard primary wire found in most parts stores cannot withstand the temperatures and physical abuse common in the automotive environment.

To read more about TXL wire, see the December edition of *TechLink*.

TXL wire is available through the GM standard parts catalog under Cabling. The current catalog is being updated and not all available wire gauge sizes may be listed at this time.

The TXL wire part numbers available through GM Customer Care and Aftersales are attached to this issue of *TechLink*. It can be printed for easy reference.

(©) Thanks to Rob Prough and Len Tillard
## Truck Issues – Fix It Right the First Time

<table>
<thead>
<tr>
<th>Model Year(s)</th>
<th>Vehicle Line(s)/Condition</th>
<th>Do This</th>
<th>Don’t Do This</th>
<th>Reference Information/Bulletin</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>Terrain, Equinox — “No XM Signal” radio screen display message on UFU radios without UP9 MyLink/IntelliLink option</td>
<td>On UFU radios not equipped with the MyLink/IntelliLink feature, install the latest version of radio software calibration</td>
<td>Replace the radio, antenna or antenna coax</td>
<td>PI0861</td>
</tr>
<tr>
<td>2012-2013</td>
<td>Sierra, Silverado — Engineering Information — transmission shift concerns</td>
<td>Contact Engineering to discuss</td>
<td>Replace the valve body or TCM</td>
<td>PIE0240</td>
</tr>
<tr>
<td>2012-2013</td>
<td>Silverado, Sierra, Express, Savana, Colorado, Canyon — Ticking noise in 3rd and 4th gear above 30 mph</td>
<td>Replace the reaction gear set and low reverse clutch plates</td>
<td>Replace the transmission</td>
<td>PIP5065A</td>
</tr>
<tr>
<td>2013</td>
<td>Silverado, Sierra — Spray-in bed liner general information and repair procedures</td>
<td>Understand characteristics of the bed liner</td>
<td>Submit repair claims for expected characteristics</td>
<td>12-08-51-002</td>
</tr>
<tr>
<td>2009-2012</td>
<td>Acadia — Spare tire jack storage compartment door difficult to latch or falls open due to inability to latch</td>
<td>Modify jack storage door</td>
<td>Replace the jack storage door</td>
<td>PI0731A</td>
</tr>
</tbody>
</table>

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**10213.01D Emerging Issues | January 10, 2013**

To view Emerging Issues seminars: Log in to www.gmtraining.com, select Service Know-How/TECHAssist from the menu, select Emerging Issues, and then Searchable Streaming Video to choose the current Emerging Issues seminar or past programs.
TXL Wire Part Numbers
The following TXL wire part numbers are available through GM Customer Care and Aftersales.

<table>
<thead>
<tr>
<th>PART</th>
<th>ACD NUM</th>
<th>DESCRIPTION</th>
<th>PROD</th>
<th>LINE</th>
<th>SUBLINE</th>
<th>RE</th>
<th>CAT_GRP</th>
<th>UPC</th>
<th>FNA</th>
</tr>
</thead>
<tbody>
<tr>
<td>19256273</td>
<td>TXL10B</td>
<td>WIRE, LEAD 40' SPOOLED WIRE/BLACK/THIN WALL TXL 10GA</td>
<td>185</td>
<td>16</td>
<td>A</td>
<td>8Z</td>
<td>08.965</td>
<td>12M</td>
<td>0840A</td>
</tr>
<tr>
<td>19256274</td>
<td>TXL10W</td>
<td>WIRE, LEAD 40' SPOOLED WIRE/WHITE/THIN WALL TXL 10GA</td>
<td>185</td>
<td>16</td>
<td>A</td>
<td>8Z</td>
<td>08.965</td>
<td>12M</td>
<td>0840A</td>
</tr>
<tr>
<td>19256275</td>
<td>TXL10A</td>
<td>WIRE, LEAD 40' SPOOLED WIRE/ORANGE/THIN WALL TXL 10GA</td>
<td>185</td>
<td>16</td>
<td>A</td>
<td>8Z</td>
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Jan 2013