

## Who Should You Call?

This information is for dealers only.

Before you pick up the phone to call for technical help or information, stop for a moment to consider exactly what you need. That will determine whether you call **Techline** or **Technical Assistance**. Here are some guidelines.

**TIP:** Discuss this with your service manager, who will provide guidance, procedures, phone numbers, forms and protocol, as required.

The GM Policies and Procedures manual contains good information in sections 5.3.1 through 5.3.4 – Dealer Guidelines for Assistance. Here you will find phone numbers, hours of operation, forms and other information.

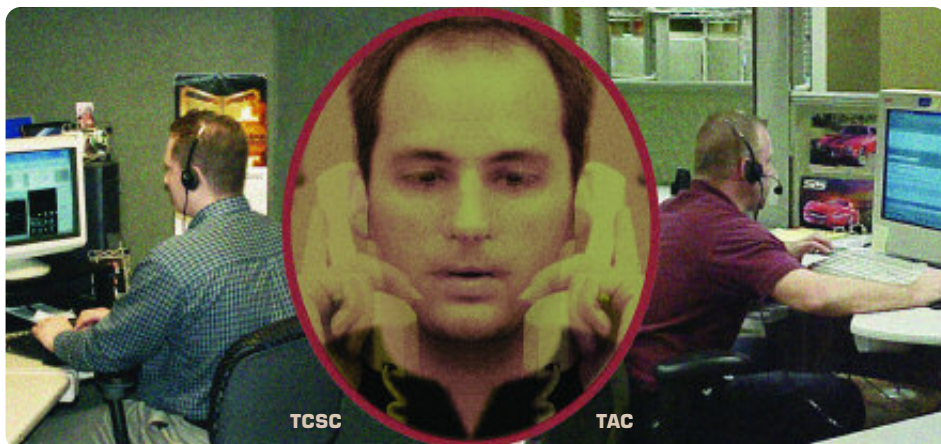
### When to Call Techline

This is also called the Techline Customer Support Center or TCSC.

TCSC is concerned with the issues listed below. Before calling TCSC be prepared with the items mentioned.

#### Vehicle Configuration Index (VCI)

- VIN



- Campaign or bulletin number
- P/N of module
- RPO code (2003 radio)
- New tire size (if applicable)
- Axle ratio (if applicable)
- Reason for change

#### Service Information (SI) or Labor Time Guide (LTG)

- Specific error
- Area of SI causing concern
- Bulletin or document ID number
- Current version

#### Techline Information System (TIS)

- Specific error in TIS
- VIN
- Screen where error is occurring

#### Service Programming Systems (SPS)

- VIN
- Tech 2 software version
- Module being programmed

continued on page 3

## Techline News

### TechLink Subscription Ordering Additional Copies

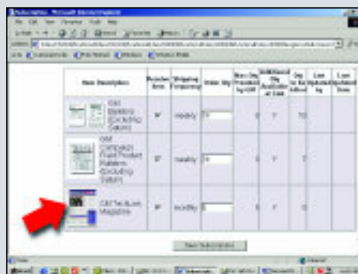
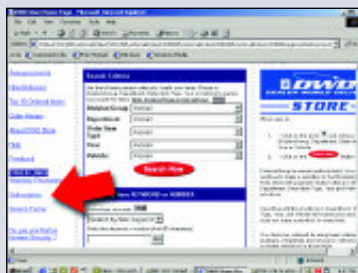
Beginning with the October 2004 issue, the quantity of TechLink news-letters being sent to dealers is 3, 5 or 10 copies, depending on dealership size (US only). Since that time, we've received numerous inquiries about how dealers can obtain additional copies.

**ANNOUNCEMENT:** Effective immediately, US dealers can now order/purchase additional copies of TechLink through the DWD Store. Fill in the total amount desired. You will be billed only for the additional copies.

**TIP:** Refer to the screen print of the site. The Subscription selection can be accessed only by sites with a BAC code.

Dealers can also use this site to adjust the number of bulletins and other items now being received in their weekly DWD box.

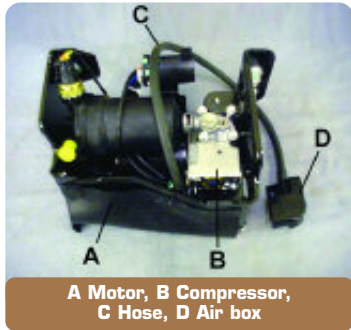
- Thanks to Mark Stesney



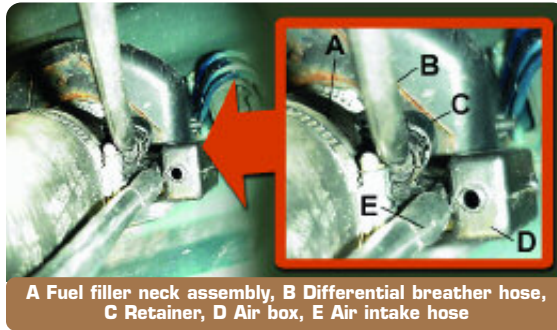
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# Automatic Level Control Compressor



A Motor, B Compressor,  
C Hose, D Air box



A Fuel filler neck assembly, B Differential breather hose,  
C Retainer, D Air box, E Air intake hose

This information applies to all Cadillac Escalades and any of the Chevrolet and GMC Utilities with the G69 Automatic Level Control option.

A revised compressor has been released with two improvements to protect against water intrusion.

The first is a coating applied to the internal solenoid wires to better protect them from water entry into the compressor.

The second is a new design for the plastic air intake box that is mounted near the fuel filler. The new design prevents water entry into the compressor and eventual internal corrosion.

The new compressor is supplied with a hose that has the new air box attached. When you install the replacement compressor, it's important to install the complete compressor

assembly, including the hose and air box.

The airbox/hose and the differential breather hose are attached at the same location to the fuel tank filler neck. The attachment of these components requires a common plastic barbed "Christmas tree" retainer.

Be sure to include the old air box and air hose with the compressor when you package them for warranty return.

- Thanks to Wende Isaacs, Delphi



New air box



Typical retainers

## Obtaining Service Forms

Occasionally, when you're performing the procedure in a service bulletin, you're required to obtain and fill out a form. Now, there's a convenient way for US dealers to obtain these forms on the web.

**TIP:** This procedure requires administrative privilege. See your service manager.

Go to the GM DealerWorld website and follow this path:

- Business Administration
- DWD Store
- Other (in left column)
- Service Forms

The Service Forms page provides quick access to forms referenced by and included in bulletins. When additional bulletins or documents are referenced from the main bulletin, they are included below the main bulletin. Where available, print-

able versions of the forms are included.

Some of the typical forms available include:

- Technical Assistance Information Form
- Field Product Report
- Part Request Form
- PCM Diagnostic Analysis
- Product Feedback Form
- Vibration Analysis Worksheet

- Thanks to Mike Sowa



GM TechLink is a monthly magazine for all GM retail technicians and service consultants providing timely information to help increase knowledge about GM products and improve the performance of the service department.

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General Motors service tips are intended for use by professional technicians, not a "do-it-yourselfer." They are written to inform those technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions and know-how to do a job properly and safely. If a condition is described, do not assume that the bulletin applies to your vehicle or that your vehicle will have that condition. See a General Motors dealer servicing your brand of General Motors vehicle for information on whether your vehicle may benefit from the information.

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## Who Should You Call? — from page 1

- Specific SPS error
- Battery voltage
- New or existing module?
- Pathing/documentation for issue

### Tech 1/Tech 2

- Software version
- Error on screen
- Constant or intermittent?
- Serial number of Tech 2
- Test adapter 3000109

### When to Call Technical Assistance

This is also called the GM Technical Assistance Center or GM TAC.

TAC is concerned with assisting dealers with the resolution of product concerns that are difficult to diagnose or repair.

Before contacting TAC (US dealers), refer to bulletin 01-00-89-011B for guidance. It explains how to make a successful TAC call.

The Service Technical College offers an excellent resource on the GM Training website at [www.gmtraining.com](http://www.gmtraining.com).

Follow this path:

- Menu
  - Resources
  - Dealership Training Resources
  - TechAssist
  - Technical Service Bulletin Enhancements
  - Then scroll to 010089011BT1 – Technical Assistance Preparedness Information Form.
- You are required to fill out a TAC form before placing your phone call. The bulletin includes a copy of the form. Or additional copies can be printed from the DWD store on the DealerWorld website.
  - Follow Strategy Based Diagnostics and include your findings on the form.
  - Provide the SI document number or equivalent of the technical issue you're working on.
  - Provide the dealer code, VIN and RO number.
- Thanks to Jack McVoy and Matt Singer

## Using a Battery Charger During Programming

The programming of modules requires the ignition key to be turned on, without the engine running. This, of course, means that during the programming event, the vehicle's systems are operating from the vehicle battery. **This, in turn, means that the vehicle's battery must be adequately charged. Ideally, fully charged.**

**TIP:** Be sure all accessories are turned off.

It's recommended not to connect any external power supply to the vehicle battery as a part of the programming procedure. Here are some reasons why a battery charger should not be connected during programming.

First, the voltage output of the charger may be higher than normal system voltage, either constantly or in spikes.

The programming tool (Tech 2 or Techline terminal) commands all modules of the vehicle to "be quiet" except the one being programmed. This is to avoid the confusion of messages on the data line that would result if multiple modules were awake and conversing. However, if the module being programmed sees a voltage above a certain threshold, it may also shut itself

down in an act of self-preservation. This will interrupt programming.

Another possibility is that some of the other modules may be awakened temporarily as charger voltage varies. This could then result in confusing, unwanted conversations on the data line, interrupting programming.

Second, the battery charger output may contain unwanted AC. Although a charger is designed to convert AC (alternating current) to DC (direct current), it's possible that some of the AC is not rectified, and passes out of the charger as "noise." This may also be called AC ripple, or artifacts. Regardless, the presence of anything but pure DC can cause interference with the programming process.

**TIP:** It's recommended that you unplug any devices from the vehicle's power outlets (cigarette lighters) for two reasons. First, the devices are consuming power, which reduces system voltage. And second, some plugged-in devices can cause interference on their own. One such example would be a generic cell phone charger.

- Thanks to Devin Koski and Gary Clark

## Exterior Plastic Components

Bulletin 04-08-111-001B explains how to deal with discolored or chalky body cladding and cargo covers on the Avalanche and Cadillac Escalade EXT, using a product called Armor-Dillo TS-1.



This is a one-time warranty repair and future coatings are the customer's responsibility. A retail maintenance pack is available



for resale by your parts department. See the bulletin for ordering information.

Armor-Dillo is silicone-free and is formulated to remove oxidation, discoloration, staining and fading from hard molded plastic automotive parts. It's especially effective on grained surface textures. When used on parts that have white wax buildup, it essentially dissolves the wax.

Armor-Dillo is suitable for treating unpainted plastic body components such as mirrors, side moldings, and cowls, and coated metal such as roof racks. Also grained bumper covers, cladding and fascias, as used on Vibe, VUE, Envoy, Trail-Blazer, Colorado, Hummer and Tahoe.

Armor-Dillo is not intended for use on painted surfaces, although if it is accidentally applied and allowed to dry, you can remove it with an application of mineral spirits.

It's also not intended for soft rubber parts, including tires.

Refer to the bulletin for detailed application instructions. Here are a few important highlights.

- The surface must be clean, dry and silicone-free before application. Wipe down the surface with mineral spirits or rubbing alcohol to remove wax or silicone.
- After application, allow the product to sit a few minutes. Then wipe the surface with a damp, lint-free towel, or it will remain tacky.
- A second application may be needed.

- Thanks to Robert Saunderson and Dave Snellings

## Avoiding CD Player Difficulties

In a recent review of over 1,000 returned radios, about 25% had a CD stuck in them because it was broken, cracked, warped, had a label that was wrinkled, or had some other condition that makes a CD unplayable in a slot-load type CD player.

**TIP:** There have been some software improvements made recently on some vehicle lines, with more coming, that will solve many intermittent customer problems. Before replacing a radio, always look for service bulletins describing how to update software to fix problems.

Here are some things to remind your customers of, if they're experiencing difficulties with their CD players.

**Dirt or damage** – The CD player “looks at” the bottom, shiny surface of the disc (opposite the printed side). If this side is damaged, cracked, broken, scratched or dirty, even from fingerprints, the CD may not play properly or at all. The disc can be cleaned with a soft, lint free cloth, wiping from the center outward. Do not use cleaner.

Keep discs out of direct sunlight or high heat. Keeping them on the sun visor or where they are in direct sunlight can cause them to warp and jam inside the CD player.

**TIP:** Interrupting battery power (pulling the fuse) will sometimes release a stuck CD. If a disc is stuck, and you get it out, check it for warps, cracks, etc. If it is damaged, do NOT replace the radio. Instead, remind the customer how to avoid damaged discs.

**“Homemade” discs** – Paper labels can eventually warp and wrinkle, and this will cause the disc to jam inside the CD player. Try labeling the top of the discs with a soft magic marker instead.

If there is difficulty playing a CD that was recorded using a computer CD-R/RW burner, record the disc again on a different burner. Insert the newly recorded disc into the radio mechanism and compare. If the newly recorded disc plays better, the CD-R/RW burner used to record the first disc is nearing the end of its life expectancy.

While the CD player will play homemade copies of store-bought standard audio track discs, it will play MP3 files only if ‘MP3’ appears on the front of the radio.

**MP3** – There are numerous ways to burn an MP3 disc. Here are some tips to make them most likely to work in the vehicle. Always ‘finalize’ the disc if it is burned in multiple sessions. In fact, it is best to burn the disc all at once. Do not mix standard audio and MP3 files on one disc. When creating MP3 discs, do not use more than 50 folders, or 50 playlists. Avoid having a total of more than 255 folders, playlists, and files. When playing MP3 discs, rotate the tuner knob to navigate among files. Finally, make sure playlists have a .pls, .m3u, or .rmp extension – other extensions will not work.

If all of these tips are followed and there is still trouble playing homemade CDs, a newer CD burner or different software may be needed to make the discs.

- Thanks to Jim Colyer

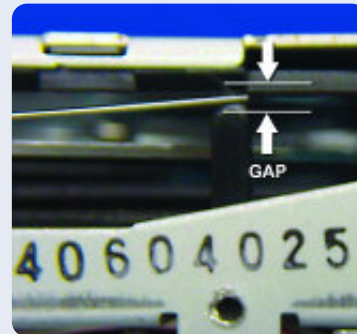
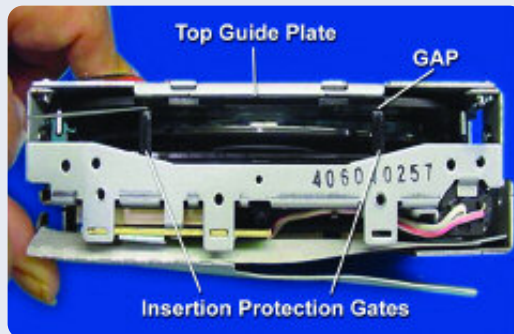
## CD Player Concern

This condition can affect the single CD player in the following vehicles:

- Chevrolet Impala, Monte Carlo, Cavalier and Venture
- Pontiac Grand Am, Sunfire, Bonneville, Aztek, and Transport
- Oldsmobile Alero and Silhouette

A customer may comment that the CD player will not accept a CD, will not play, or will not eject a CD.

The condition may result when the gap between the insertion protection gates and the top guide plate is



larger than specification. This was caused by a warped top guide, which has been corrected in production.

Exchange the audio unit, so the top guide plate can be inspected. Do not attempt to remove a stuck CD.

- Thanks to Jeff Strausser



## Corvette Bose Speakers

According to a recent investigation, a door rattle concern in the 2005 Corvette may be caused by the Bose speaker rattling in the door panel.

To avoid unnecessarily replacing a speaker, perform the steps in bulletin 05-08-44-004 to determine if the listed repairs will correct the condition.

- Thanks to Art Spong and Ken Fischer



## Radio Reprogramming

This information applies to 2005 Buick Rainier, 2005 Cadillac Escalade, Escalade ESV, Escalade EXT, 2005 Chevrolet Avalanche, Express, Silverado, Suburban, Tahoe, TrailBlazer, TrailBlazer EXT, 2005 GMC Envoy, Envoy XL, Envoy XUV, Savana, Sierra, Yukon, Yukon XL, Denali, 2005 HUMMER H2 with CD Player Radio (RPOs UB0 or UB1)

Some customers may comment about one of the following conditions:

- Long CD load-to-play time
- CD ejects with an error message of CHECK CD
- CD does not return to previous track after an ignition cycle
- The clock resets to 12:00.
- CD stuck in player, CD won't play, or won't eject without any indication of clicking noises and/or mechanical operation.

DO NOT replace the radio for these conditions.

A software anomaly within the radio has been found. Reprogram the radio with an updated software calibration. This new service calibration was released with TIS satellite data update version 2.0 available February 7, 2005.

**TIP:** A unique labor operation number R0125 covers this Radio – Reprogram (0.4 hr.). This number will not be published in the Labor Time Guide.

**TIP:** Be sure your Tech 2 is updated with the latest software version.

**TIP:** Advise the customer that home-burned CDs must be burned with a "closed session" or the formatting will be incomplete and the player will not read the CD. CDs should not have adhesive paper labels affixed to them, because the labels may lift off in the player.

- Thanks to Doug Daugherty

## Headphone Ear Pad Replacement

This information applies to 2001-05 GM Passenger Cars and Light Duty Trucks (including Saturn and HUMMER H2) with Rear Seat Entertainment System (RPOs U32, U42).

The foam pads can be replaced separately from the headphone set. It is not necessary to replace the complete headphone set. Your customer can purchase headphone replacement foam

ear pads in pairs directly through the supplier. Have them call Unwired at 1.888.293.3332, then prompt (0).

The replacement, p/n CS-980 (thick earfoam), can be ordered for \$3.50 (USD) per pair plus \$1.50 USPS shipping.

**TIP:** Pricing information is in U.S. dollars and is subject to change without notice.

- Thanks to Doug Daugherty



Depressing hidden tab

## New OnStar and XM Antenna

A new OnStar or OnStar/XM antenna is a mid-year change for the 2005 Colorado and Canyon. It will be used on many other vehicles in 2006.

A hidden locking tab must be depressed to remove the mast from the antenna base. Insert a small screw-driver between the mast and the base to depress the locking tab while turning the mast to unthread it from the base.

- Thanks to Jim Hughes

## MP3 Software Update

An article in the January 2005 TechLink described operating conditions that can be corrected by installing software from the 2005 US8 MP3 Radio Software Upgrade CD. This was based on information available at the time, and erroneously stated that it did not apply to the Chevrolet Equinox.

The fact is that the upgrade on the CD applies to all of the following vehicles, including Equinox, which is mentioned on the label. Here is the corrected article.

This information applies to 2005 Buick Rainier, Chevrolet Colorado, SSR, TrailBlazer, TrailBlazer EXT, **and Equinox**; and GMC Canyon, Envoy, and Envoy XL vehicles with MP3 (RPO US8) Radio CD Player. A software anomaly within the radio has been found.

Some owners may comment that when playing a CD, the radio displays the last track number for about 5 seconds, but there is no audio. The display changes to "READING" for about 15 seconds. Then it may play the CD or eject the CD with a "CHECK CD" message.

**TIP:** Each dealership will receive the "2005 US8 MP3 Radio Software Upgrade" CD through the Dealer World Delivery (DWD Box) process the week of November 29th, 2004.

Install the software upgrade CD into MP3 radio. Allow the software files to transfer completely. This should take 1-2 minutes. This installation should correct the condition noted above.

## Bedliner Installation Tips



These tips will help you install the under-rail bedliner in pickup trucks and protect the paint.

Before installation:

- Read instruction sheet first
- **Mask or cover the box side rails at the top and inside surfaces to prevent scratches or damage during installation.**
- Be sure truck bed and bedliner are clean
- Perform the necessary trimming before installation, using pre-scribed lines:
- Front rail lip, if desired. This is a two-step process – follow instruction sheet.
- Tie-down cutouts
- Outlet cutouts, in hybrid trucks

During installation:

- Use two people for installation
- Follow instruction sheet for placing bedliner in box and inserting side walls of liner under side rails
- Use caution when tightening self-threading screws in pre-drilled holes, to avoid stripping threads

- Thanks to Dave Roland

## Engine Sealants

General Motors is consolidating the use of liquid gaskets/ engine sealants that will replace all previous engine sealants for current and past models. The part numbers in the table supersede all engine sealing products referred to in SI and are to be used according to the guidelines shown.

- Thanks to Brian LeClair

12346141 US Vehicle Care	To be used on all intake manifold end seals ("China Wall" seal) and all other applications that have a gap to be sealed of 1.0 mm or larger. This product is compatible with all synthetic, synthetic blend, and mineral oils. Suggested bead size is 3.0 +/- .75 mm without a groove and 4.5 +/- .75 mm with a groove. This product has a maximum working time of 20 minutes. Full cure time is 24 hours. Assembly may be filled with oil immediately after joint is closed and torqued.
88900327 ACDelco US	
89022195 ACDelco Canada	
12378521 US Vehicle Care	To be used on any application that has a gap to be sealed of less than 1.0 mm. This products is compatible with all synthetic, synthetic blend and mineral oils, as well as all coolants including DexCool. This product has a maximum working time of 20 minutes. Full cure time is 24 hours. Assembly may be filled with oil or coolant immediately after joint is closed and torqued.
88901148 ACDelco Canada	



Assembly Adhesive 12346141 US Vehicle Care



Engine Sealant 12378521 US Vehicle Care

## EVAP Pressure Sensor

On the 2005 Vibe, it is possible to mis-diagnose the EVAP system due to incorrect FTP (fuel tank pressure) sensor readings on the Tech 2.

With Tech 2 software version 24.009, 24.010 or 25.001 installed, inaccurate fuel tank pressure sensor readings may be noted during EVAP system diagnosis.

If inaccurate fuel tank pressure sensor readings are noted but an EVAP DTC is not resetting, disregard the inaccurate readings. Do not replace the PCM or fuel tank pressure sensor in an attempt to obtain accurate readings. Use the J-41413-200 Evaporative Emissions System Tester and SI to confirm proper EVAP system operation.

Additionally, 2005 FWD models have an EVAP service bay test available on the Tech 2 that can be used to confirm proper EVAP system operation.

These inaccurate readings are a result of a Tech 2

software concern, not a fuel tank pressure sensor or PCM concern.

The fuel tank pressure (FTP) sensor data parameter on the Tech 2 scan tool is adding voltage readings, and removing pressure readings on CD number 3, released in March.

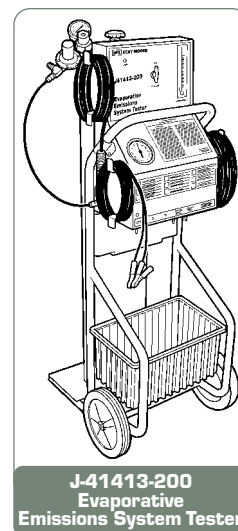
DTCs P0441, P0450, P0451, P0452, P0453, P0455, and P0456 are revised in both the 1.8L (LV6) and the 1.8L (LNK).

Scan tool Data List and Scan Tool Data Definitions are revised in both the 1.8L (LV6) and the 1.8L (LNK).

The following documents in SI are affected:

LV6	1479333, 1479334, 1509940, 1546760, 1546762, 1546764, 1546765, 1501244, 1501235
LNK	1479409, 1479412, 1501260, 1501259, 1501258, 1501256, 1501257, 1501248, 1501249

- Thanks to Jeff Strausser



J-41413-200 Evaporative Emissions System Tester



## Bluetooth-Enabled Phone Interface

This information applies to the 2005 Cadillac STS with Bluetooth-enabled phone interface.

1. Available at no extra charge with purchase of (YQ4) Bose 5.1 Studio Surround Sound System with Navigation.
2. Consult STS Navigation System manual, not the STS owner's manual for set-up operation of Bluetooth phone feature.
3. Customer must have a Bluetooth-compatible phone. Phones being recommended are:
  - Motorola V600 (preferred option)
  - Nokia 6310i
  - Sony-Erikson T68i or T616
4. System can discover up to 7 phones when searching for available devices.
5. System can store up to 12 paired phones in the device list.
6. User can dial a phone number by:
  - Using the phone handset
  - Using the Bluetooth screen dialpad in the STS
  - Using the voice recognition system to dial a specific number (continually or in parts) or saying a voicetag (such as 'Bob Norris')
  - Choosing from last 10 dialed or received list
  - From the address book.
7. Before pairing up the Bluetooth phone with the STS, be sure that the phone is in the 'Bluetooth Discoverable' mode. Consult the phone owner's manual for instructions on how to do this.
8. Up to 50 phone numbers per driver (3 drivers) can be stored in the STS vehicle address book memory. Also last 10 received and last 10 dialed per driver are stored.
9. The radio automatically connects to the default device as the customer/user starts the vehicle.
10. System supports 3 way calling. User can receive another call while in an active call and then switch between the two calls.
11. The address book in the STS is not associated with the address book on the Bluetooth phone.
12. A total of 20 name tags for Driver 1 and 20 names tags for Driver 2 can be stored in the system. Name tags can be stored for either phone number dialing or navigation destination entry.
13. The system will automatically add 1 in front of the number when dialing it.
14. Active calls are automatically transferred over to private mode (head set) when the vehicle is turned off.
15. Can directly dial a POI phone number (if available) from the POI information screen when BT phone is connected.
16. User has the ability to change pairing password and device name.



- Thanks to Dave Wells

## Quadrasteer Dog Track

Owners of some 2002-05 Chevrolet and GMC full size trucks and utilities with Quadrasteer (NYS) Rear Wheel Steering may comment that the rear wheels stay turned even after the front wheels are straight. This may be accompanied by a Service 4 Wheel Steer message on the DIC and/or a DTC set in the 4 Wheel Steer module.

When a fault is detected during a turn, the Rear Wheel Steering module will perform a controlled re-centering of

the rear wheels. It may take up to 30 seconds for the rear wheels to center. During this 30 seconds, the owner may have straightened the front wheels and the rear wheels could still be turned (dog tracking). An owner may believe that the rear wheels are stuck in the turned position when in fact this is normal operation.

Do not let this normal operation add confusion to the actual concern. Perform normal diagnostics for the DTC set.

- Thanks to Jim Will

## Outside Temperature Reading

Owners of some 2001-05 Chevrolet Silverados and GMC Sierras with 6.6L Diesel may comment that the outside ambient temperature reading is too high or incorrect on the inside rearview mirror. With the winter front cover installed over the radiator grill, the ambient air temperature sensor is reading the engine compartment temperature instead of the actual ambient air temperature due to its location.

Reposition the ambient air temperature sensor to an existing hole on the radiator support under the left turn signal assembly. This eliminates the bracket at the original location. The wiring harness will now be 12 inches (304.8 mm) longer than needed. Neatly bundle the excess wire and install a suitable tie.

- Thanks to Jim Will

## Radio Theft LED Does Not Flash

Owners of some 2003 -05 Chevrolet, GMC, Cadillac, and Hummer H2 full size trucks and utilities may comment that the red radio theft LED does not flash. Starting with the 2003 model year, owners no longer have to enter a security code into the radio to activate the theft feature like earlier model years. The radio theft feature works automatically by learning a portion of the VIN.

During assembly of the radio, a manufacturer's counter is set at 255 counts for assembly purposes and should be set to 0 counts at the end of assembly. If the counter is not set to 0, the radio LED will not flash. Each cycle of the ignition switch reduces the counter by 1 count. Once the counter reaches 0, the red LED starts to work normally.

If an owner requests the LED to operate immediately, the ignition key must be cycled as many times as required to run the remaining counts to 0. To count as a cycle, the key must be left in the RUN and OFF positions for least 3 seconds each.

**TIP:** To prevent the Retained Accessory Power (RAP) from keeping the radio alive when the ignition is off, be sure the driver's door is open during the key on/key off process.

**TIP:** SPS programming the radio will not correct the concern.

- Thanks to Jim Will



## Car Issues – Fix It Right the First Time (new issues in **bold**)

Model Year(s)	Vehicle Line(s) / Condition	Do This	Don't Do This	Reference Information / Bulletin
2005	Equinox LT/LS (AWD Only) – Moan, Bind or Growl from Rear during Low Speed Turns	<b>Replace RDM coupling (clutch pack) with proper sealers.</b>	<b>Don't replace complete rear drive module.</b>	04-04-20-004
2005	<b>Cobalt/Pursuit (Built Before January 17, 2005) – Fuel Gauge May Not Go Completely to Full</b>	<b>Recalibrate ECM with updated calibration, version 1.75.</b>	<b>Don't replace fuel module, fuel level sensor assembly or fuel gauge.</b>	05-08-49-002A
2003-2004	Cavalier, Sunfire – HVAC Control Head, Difficult to Adjust Mode Dial	Replace foam which can cause bind condition.	Don't replace HVAC control head, module or cables, unless damaged.	03-01-38-005B
2002-2005	Cars and Trucks – Multiple Driveability Symptoms/Clogged Fuel Injectors	Clean fuel injectors as described in Bulletin.	Don't replace fuel injectors.	03-06-04-030A
2004-2005	Grand Prix – Outside Rearview Mirrors	Replace mirror glass or motor, whichever is defective.	Don't replace complete mirror assembly.	04-08-64-009
2004	Grand Prix – Steering, Suspension or Cradle Click Noise	Install new two-piece sleeve and spacer to steering gear mounts.	Don't replace steering gear or cradle.	03-02-32-048A
2000-2003	Century, Regal, Lumina, Impala, Monte Carlo, Grand Prix, Intrigue with 3.8L L36 Engine – Coolant Leak	Replace upper intake manifold gasket only.	Don't replace upper intake manifold assembly for coolant leak condition.	03-06-01-016
2001-2004	Aztek (01-04), Rendezvous (FWD, 02-04), Venture/Montana/Silhouette (01-04) – Pop and/or Rattle in Exhaust Down Pipe	Follow procedure in bulletin using clamp P/N on down pipe to correct rattle/buzz noise.	Don't replace converter assembly for rattle/buzz noise without completing instructions in bulletin.	03-06-05-003
2000-2004	Cavalier/Sunfire/Alero/Grand Am – Inoperative Sunroof Module	Retime module or replace only motor for inoperative complaints.	Don't replace entire sunroof module assembly.	03-08-67-009A
1999-2004	All Cars and Trucks – Brake Warranty, Service and Procedures	Issue One: Refinish brake rotor. Issue Two: Measure for LRO	Issue One: Don't replace brake rotors. Issue Two: Don't measure for LRO.	00-05-22-002D



## Truck Issues – Fix It Right the First Time (new issues in **bold**)

Model Year(s)	Vehicle Line(s) / Condition	Do This	Don't Do This	Reference Information / Bulletin
2002-2005	<b>Tahoe, Suburban, All Yukons, All Escalades, Avalanche, H2 – Exhaust Pop/Ping Noise</b>	<b>Replace heat shield.</b>	<b>Don't replace exhaust system.</b>	03-06-05-008B
2005	<b>Escalades, Tahoe, Yukons, Suburban, Avalanche, TrailBlazers, Envoys – Adjustable Pedals Don't Recall Preset Positions and/or Front Heated Seats Turn Off After 30_Seconds</b>	<b>Replace brake pedal position switch.</b>	<b>Don't replace brake pedal assembly.</b>	05-08-143-001
2003-2005	Full Size Pickups and Utilities – Snap/Popping Noise from Front of Vehicle	Slot left side mounting holes on front crossmember using procedure found in Service Bulletin.	Don't replace crossmember.	03-08-61-002D
2002-2004	Chevrolet Silverado, GMC Sierra – Accumulator/Accumulator Bracket	Replace accumulator and/or accumulator bracket.	Don't replace compressor.	02-01-38-007C
2004	Tahoe, Suburban, Silverado, Yukon, Yukon XL, Sierra, Escalade, Escalade EXT, Escalade ESV, H2 – Passenger Door Module and RKE Inoperative	Re-flash passenger door module.	Don't replace passenger door module.	04-08-52-005
2001-2003	Fullsize Pickups – Injector Replacement for High Flow Rates	Use Corporate Bulletin Number 04-06-04-007A for injectors with high fuel return rates. Use Special Policy 04039 for all 01-02 vehicles.	Don't replace 8 injectors for any complaint other than high fuel return rates. All other injector failures are fix as failed.	Special Policy 04039
2004-2005	All Cars and Trucks – State-of-Charge Upon Delivery of a New Vehicle	Check battery's state-of-charge per revised PDI procedure using J42000 or J42000-EU.	Don't remove and replace battery.	02-06-03-009A
2002-2004	Fullsize and Midsize Pickups and Utilities – Labor Operation Assignments for Control Module Reprogramming	Use correct labor operation that reflects the module being programmed.	Don't use K5364, which is for reprogramming a transmission control module (T-CM), when reprogramming a TCCM.	02-04-21-006D 02-06-04-057D
2002-2004	Chevrolet Avalanche and Cadillac Escalade EXT – Cargo Covers and Cladding Faded or Stained	Thoroughly clean, dry and treat components with "Armor-dillo."	Don't replace cargo covers for this condition.	04-08-111-001B
2001-2004	Fullsize Pickups and Utilities – Servicing Wide Load Mirrors (RPO DPF)	Replace individual parts as needed.	Don't replace complete mirror assembly.	03-08-64-028

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– Thanks to Tracy Timmerman