BREAKING NEWS

Now you can upgrade some 1999-2004 1500-series trucks with dealer-installed 20-inch wheels and tires. Ten wheel styles available from GMSPO. Some restrictions apply. Factory warranty. Requires VCI recalibration. See bulletin 03-03-10-006 and January TechLink for more details.



ication for GM Dealership Service Professionals

Attention: GM Dealership Users of the Service Information (SI) Web Site

United States Only

During the first guarter of 2004, GM Service and Parts Operations will migrate users of the http://service.gm.com web site to a more secure log-in procedure and eliminate common IDs and passwords for GM Service Information (SI). GM dealership users located in the United States will be affected first, with other customers to follow at a later date.

Access for U.S. **Service Managers** and Technicians

To prepare for phase one of the transition, U.S. service managers and technicians are urged to obtain a DealerWorld ID and password from your Partner Security Coordinator (PSC) located at your dealership. In order to maintain appropriate security, each technician should have an individual ID and password for DealerWorld.

During the transition, users who access the service.gm.com web site will be prompted to enter their DealerWorld ID and password at the "Enter Network Password" dialog box.

TIP: If your ID presently looks like this - si2kncr, si2kwwr, si2kscr, si2kser or si2kner - you will now be asked to enter your DealerWorld ID. The old ID will be deleted.

How to Purchase Access

If you are not a U.S. General Motors service manager or technician, but have used one of the IDs above, you will be able to purchase access to GM Service Information (SI) from http://www.gmtechinfo.com.

- Thanks to Bob Savo and Lisa Scott





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Transitioning from Windows 98 To Windows 2000/XP

GM Service Operations will end testing support for the following PC operating systems:

- Windows 98 Second Edition
- Windows Millennium
- Windows NT 4.0

End of support will be effective January 15, 2004. This end of support follows the GM ACCESS end of support announcement for Windows 98SE in the GM Messenger announcement VSG20030967.

What End Of Support Means. GM Service Operations discontinues validation testing of current and future software releases on these operating systems. Also, Techline Customer Support Center (TCSC) 1.888.337.1010 prompt 3 will provide only limited troubleshooting support on issues that may be operating system related.

Microsoft Ends Support. With Microsoft no longer supporting these operating systems, updates for virus continued on page 3



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Programming Corner

Labor Operation for Reprogramming

When you program a module under warranty, bulletin 02-06-04-057C reminds you to use the labor operation that most accurately reflects the module that is being programmed.

GM uses warranty information to make decisions on which components require engineering changes to assure that customer needs are being met.

Refer to the bulletin for details, including labor times. The bulletin also explains how to determine the correct code for exceptions. The accompanying table is a summary.

- Thanks to Marty Case

GMLAN Update



This is an update on the GMLAN (Local Area Network) article which first appeared in the March 2003 TechLink. Since then, more GM vehicles have begun utilizing GMLAN data communication systems. These vehicles require the use of a CANdi (Controller Area Network diagnostic interface) module for Tech 2 communications. At present, the 2004 Cadillac XLR and CTS, Chevrolet Malibu, Saturn ION, and Buick Rendezvous with

Labor Operation Number	
J6354	
N4808	
K5364	
N8521*	
D4707*	
N8520*	
N4199	

* Do not apply to C4500-C8500 vehicles

LY7 engine all use GMLAN for a portion of their data communications. These vehicles continue to use Class 2 communications along with GMLAN.

During Tech 2 communications with a GMLAN equipped vehicle, the CANdi module must be installed in the data cable between the Tech 2 and the DLC. Class 2 data will pass through the CANdi module, so it can stay in place when communicating with GMLAN or Class 2 data. Failure to install the CANdi module can result in communication errors with the Tech 2. These errors may lead to misdiagnosis, or unnecessary calls to the Technical Assistance Center.

TIP: Perform the Tech 2 functionality test before using the CANdi module for the first time. This will assure all of the circuits used by the CANdi module are functioning properly. The March 2003 issue of TechLink explains this functionality test. For further support, call the Techline Customer Support Center at 1.800.828.6860 (1.800.503.3222 in French).

- Thanks to Russ Gilbert



ABS or TCS Light On

If the ABS or TCS light is on intermittently in a 2003-04 Buick Regal, check the electronic brake module harness (EBTCM). If it is positioned wrong, it may rub on the transaxle rib. Make the necessary repairs to the wiring, and reroute the harness away from the rib.

- Thanks to Wayne Zigler

Tire Rotation Additional Information

An article in the October TechLink referred to tire rotation on the 2004 Cadillac SRX. It pointed out that, because of dissimilar sizes, tires cannot be rotated between front and rear.

TIP: Side to side rotation, while technically possible, is not needed.



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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 con-dition 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.

Inclusion in this publication is not necessarily an endorsement of the individual or the company.

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Transitioning from Windows 98 To Windows 2000/XP - from page 1

protection, fixes and enhancements will no longer be available.

GM ACCESS Network

Administration / Management. With the GMA 2 servers deployed to all NAO dealerships, network administration for Techline clients will become more complex, as individual user identification / password (ID / PW) credentials must be issued rather than the previous 'generic' Techuser account. (See the accompanying article for more information on individual ID / PWs.) Supporting this administratively at the dealership and GM ACCESS levels on Windows 98SE clients is cumbersome and not endorsed by GM ACCESS. **Technology Lifecycle.** PCs that are running Windows 98SE and Millennium are commonly Pentium II and Pentium III systems in their 3rd and 4th year of effective life cycle. Many of these systems will not have adequate processor speed or memory to run Windows XP or Windows 2000 efficiently. In addition, Techline applications function more efficiently on Windows XP and Windows 2000.

The following specification is the minimum PC configuration:

- Intel Pentium III 600 MHz
- 128 MB SDRAM
- 16 MB DRAM Video Memory
- 16x CDROM
- Windows 2000 Professional/ Internet Explorer 6.0

 Windows XP Professional/ Internet Explorer 6.0

Systems that do not meet or exceed this minimum specification should NOT be considered for upgrade but rather replaced.

TIP: It is recommended to use a full operating system installation rather than an upgrade. Use of an upgrade may affect proper functionality of SI.

Refer to <u>http://service.gm.com</u> for current Techline hardware specifications or contact the Techline Customer Support Center (TCSC) for assistance in selecting the correct Techline PC.

TIP: If you attend NADA 2004, stop by the GMSO exhibit for more details.

- Thanks to Bob Savo and Mike Waszczenko

Vehicle Data Recorder



A completely redesigned version of the J-42598 Vehicle Data Recorder (VDR) has just been released.

The most important reason for revising the VDR is that GM has introduced the GMLAN communication system (see TechLink March 2003). The earlier VDR, which was Class 2 based, could not communicate with the new GMLAN vehicles. So a redesign was necessary. The new VDR will communicate with both Class 2 and GMLAN vehicles without need for any adapters.

Do not discard your current VDR. It will still be supported by the same software release as the new VDR CAN+. The old VDR will be supported as long as Class 2 vehicles are available.

As before, the VDR has the same snapshot recording capabilities as the Tech 2. It's designed to capture data during an intermittent driveability condition, while the customer drives the vehicle. The VDR can be programmed to be triggered by specific conditions, or it can be triggered by the driver pressing the lighted button on the tool.

The VDR has the capacity to receive and record four 30-second snapshots. If a fifth recording is attempted, the oldest one is overwritten.

The VDR is now shaped like a beverage container, so it fits into the cupholder included in most new vehicles. When not in use, the data cable can be wrapped around the VDR for convenient storage.

The VDR is rugged and able to withstand contact with engine and transmission oil, coolant, brake fluid, and degreasers found in service areas.

As before, you will be able to program the VDR using your Techline terminal, which must have the latest program installed from the CD Revision 9.0 which comes with the tool. You will also use your Techline terminal to download, display, store and print the data recorded by the VDR.

And finally, the new VDR is capable of recording data from not only the powertrain and transmission modules but also from chassis modules as well.

- Thanks to Mike Banar

Steering Wheel SIR Inflator Module (Air Bag) Replacement Clarification

This information applies to the Chevrolet Venture (U van) from 1997 through 2001. For these model years, the air bag is retained to the steering wheel with Torx bolts.

To remove the air bag, remove the bolts from the back side of the steering

wheel. Temporarily remove the clips from the back of the air bag, to free the pins from the air bag. Install the clips on the air bag, where they came from.



Torx bolts

To install the air bag, first install the pins to the steering wheel with the Torx bolts. After the pins are installed to the steering wheel, simply push the air bag onto the wheel until the clips snap into place on the pins.

TIP: For 2002 and later, the Chevrolet



Clips installed to air bag



Venture uses an air bag retained by clips, the same as Oldsmobile and Pontiac models. This type of air bag requires special tool J-44298 to release the clips, following SI procedures.

⁻ Thanks to Bill Trainor and Tom Gahl

Chevrolet SSR Pre-Delivery



Refer to bulletin 03-00-89-035 for the complete pre-delivery story on the new Chevrolet SSR. Performing a quality predelivery inspection is one of the most important functions your dealership can do for the customer. A quality PDI is essential to improving a customer's perception of your dealership and increasing satisfaction with the new vehicle. Here are highlights from the bulletin as well as service tips to help understand some of this vehicle's unique features.

Wheels and Tires

Set the tire pressure to 30psi (207 kPa) to achieve the intended vehicle ride and handling characteristics for normal driving.

TIP: The Owner's Manual states that if the vehicle is driven at high speeds of 100 mph (160 km/h) or higher, where it is legal, set the cold inflation pressure to the maximum inflation pressure shown on the tire sidewall, or to 35 psi (244 kPa), whichever is lower.

To avoid damage to the silver-painted flangeless aluminum wheels, hand wash the vehicle or use a rail-free car wash.

TIP: Also be careful not to damage the wheels on the side rails of a flat-bed hauler when transporting the SSR.



Because the wheels are different sizes (19 inches in front and 20 inches in rear) the tires should not be rotated. Each tire and wheel should be used only in the position it is in.

TIP: The SSR has a tire inflation kit; no spare tire is included.

Miscellaneous Prep Tips

Cycle the retractable hard top to ensure proper operation. The cargo cover must be closed before the top will operate.



Check SI for diagnosis and repair if the top does not operate properly. Driver Information Center messages and DTCs are useful in diagnosing improper operation.

In the Driver's Information Center, reset the average fuel economy, range, and trip odometer. Center the exhaust tips if necessary. Install loose-shipped parts and RPAs.

- Floor mats
- Spare keys
- Owner's manual and Getting to Know guide
- Top release tool in the pen holder loop of the owner's manual portfolio
- Front license plate option VK3 if
- necessary

TIP: You must use tool J-45999 to remove the cupholder or the coinholder. Using any other tool will result in damage to the right knee bolster trim.

Remote Keyless Entry

The Tech 2 must be used for this procedure. When "building" the vehicle, specify 2003 Pontiac Grand Am. Then follow SI procedures to complete the process.

HVAC

When the mode knob is turned all the way clockwise to the full defrost position (yellow), the fan runs at the highest speed and the temperature is at max. This is regardless of where the other knobs are set. When the mode knob is moved from max defrost, operation returns to normal. The fan speed can be changed manually in the max defrost mode as well.

Tailgate and Cargo Cover Operation

To open the tailgate, open the cargo cover using the remote keyless entry transmitter or the cargo cover release button in the glovebox. Pull up on the handle inside and lower the tailgate.

To close the tailgate, close the cargo cover before closing the tailgate. Push the tailgate upward to return it to its upright, latched position. Push and pull on the tailgate to make sure it is secure.

- Thanks to Dan Oden

Sit-N-Lift[™] Power Seat Now Available

With the Sit-N-Lift power seat, GM becomes the only automotive manufacturer in

the U.S. to offer a fully motorized, rotating lift-and-lower passenger seat.

The innovative Sit-N-Lift power seat is available on extended wheelbase Chevrolet Venture, Pontiac Montana and Oldsmobile Silhouette minivans with second row captain's chairs. It's a regular production accessory (RPA), installed at the dealership.



TIP: The equipment is shipped from the factory separately from the vehicle. It is identified with the vehicle's VIN. Installation instructions are shipped with the equipment, along with an owner's manual supplement that covers

operation of the Sit-N-Lift Power Seat.

TIP: Service information for the Sit-N-Lift components is available in SI under Body - Seats.

More information on Sit-N-Lift and GM Mobility is available at http://www.gmmobility.com.

- Thanks to Bill Trainor and Bob Jubenville

Fuel Gauge Conditions

Bulletin 03-08-49-014A contains revised information for fuel gauge conditions on 2001-03 Blazers and Jimmys, and 2001 Envoys. The conditions are model year related.

TIP: For 2001-02 models, the information applies to 4-door models only.

A new service calibration was released on TIS2000, version 9.0 or later. Use this calibration to reprogram the PCM.

TIP: If the cluster part number is required, you can obtain it using the Tech 2. DO NOT remove the cluster.

- Thanks to Dan Oden

Quadrasteer™ Service Update



Here are some service tips for the Quadrasteer system. For complete information, refer to the appropriate sections of SI.

Understanding the Features of Normal Quadrasteer Operation

- Rear steering angle is limited to 5° in Park (with no vehicle speed). Once the vehicle attains forward speed, the system is capable of 12° .

- Rear steering angle is limited to 5° when driving in Reverse

- The system defaults to 2WS if in Neutral for more than 4 seconds. The 2WS mode light will illuminate and the light for the previously selected mode will flash. When shifted out of Neutral, the system will automatically return to the previously selected mode.

- Quadrasteer will change modes only when the steering wheel passes through center. Until that occurs, the indicator for the requested mode will flash. (2003 and newer models will switch modes immediately if speed is 0).

Vehicle Requirements for Quadrasteer to Operate

- Engine must be running

- Generator/Charging system must be functional. If a fault is detected by the Generator/Charging system, the Quadrasteer system will become inoperable to minimize battery drain.

- System voltage must be within a 9 – 16 volt range.

- System voltage is supplied by one high-current

connection, one low-current connection, and one ignition line.

- Valid vehicle speed information from the PCM (hard-wired and Class 2 message) and ABS (Class 2 message) must all correlate.

- Valid hand wheel steering shaft position information must be received. Analog information from the Truck Body Controller (TBC) Body Control Module (BCM) via Class 2 and digital information is obtained from phase A, phase B, and Marker pulse of the position sensor wired directly to the Quadrasteer control module.

- Valid signals from rear position sensor.

Most Common Mis-Diagnosed Quadrasteer Issues

- Quadrasteer does not operate and all three mode lights illuminated solidly

Control module needs to be programmed ('03 model year and above) and/or needs Tech 2 alignment to be performed. No Class 2 information is available until the module is programmed.

- Quadrasteer does not operate and blinking mode lights

The vehicle may be in Neutral. Quadrasteer will return to normal operation when shifted out of Neutral and steered through straight ahead.

- C0550 DTC - internal controller fault

May be caused by a loose 125 amp Mega-fuse, shorted Lat / Yaw combo sensor, or water intrusion into rear position sensor

- C0522 DTC and/or C0532 DTC – Rear Wheel Sensor and Rear Sensor to Hall Comparison

May be caused by shorted Lat / Yaw combo sensor, or water intrusion into rear position sensor

- C0455 DTC – Handwheel Position Sensor (HWPS)

May be caused by improper terminal tension at HWPS connector, loose or damaged ground at circuit G203 ('03 model year and above), or damaged harness between C201 and HWPS connector

- Quadrasteer inoperable with no DTCs present

May be caused by missing required vehicle signals such as Ignition (541), Batt2 (2640), Engine Run message (Class 2) or faulted Charging System. See Vehicle Requirements for Quadrasteer Operation above.

TIP: Clearing History DTCs from the controller is NOT required to restore normal operation during troubleshooting. Please leave codes stored in the module. This will aid in root cause analysis.

- Thanks to Steve Love

Damaged Electrical Terminal

Some 2001-04 Buick Century and Regal models may have a combination of the following <u>intermittent</u> conditions:

- Inoperative IP cluster
- Inoperative SES, TCS ABS lights
- Inoperative air bag light
- Inoperative power windows
- Inoperative sunroof
- Inoperative radio
- Inoperative turn signals
- No crank
- Security light on
- BTSI stuck in PARK (2003-04 only)
- DTCs: U1000, U1016, B1422, B2957, B2958, and possibly others

These may be caused by a damaged terminal in the Underhood Accessory Wiring Junction Block (also sometimes called the Underhood Bussed Electrical Center or UBEC). This terminal provides voltage from the IGN 1 30-amp fuse to nine circuits in the vehicle's interior.

If the condition is intermittent, and normal diagnosis does not lead to a conclusive failure mode, perform these steps.

Remove the Underhood Accessory Wiring Junction Block from the bracket at



Location of damaged terminal in connector C2



pull the connector loose. Check terminal D2 for damage.

the right strut

tower. Loosen

the bolt in the center of con-

nector C2 and

If the terminal is damaged, obtain a replacement (p/n 12110844) from tray 4 of the J-38125 Terminal Repair Kit. Install it according to proper SI procedures.

- Thanks to Wayne Zigler

Damaged terminal

Product Feedback Processes



In today's competitive market, vehicle quality is a key factor in retaining customers and creating customer enthusiasm for our products.

Because dealership personnel are in contact with customers and vehicles on a daily basis, you're in an excellent position to be up to date about current concerns. GM wants to hear what you have to say.

That's why an important part of GM's continuous quality improvement process is collecting information from the field. Engineers use the data collected to decide how to improve product quality and modify assembly plant procedures.

Another spin-off is that the information can be distributed to the field in the form of service bulletins, VME messages, TechLink articles and the Fix It Right the First Time information (see page 8 of each issue of TechLink).

When you in the field and engineers at GM are able to work together to share information, quickly respond to customer concerns and address product quality issues, everyone wins. Particularly the customers, which is directly reflected in CSI, and other consumer surveys.

Here's a brief summary of the various processes presently in use.

These processes were developed with an eye toward creating minimum interference with workflow in your dealership. We appreciate the effort your dealership takes to help us in this ongoing quest to maximize the quality of our products.

General Motors Sentinel Dealers – These are specific dealers in key geographic locations across the county who supply Repair Order information electronically from their dealerships on a daily basis.

Part Restrictions – In this process, Product Quality Center and TAC restrict a particular part number or labor operation. Before proceeding, the dealerships must contact either TAC or PQC, who collect specific information on the issue. Even if your dealership has the part in stock, the PQC should be contacted first. These restrictions can last from a few weeks to 90 days or more – whatever is required to permit Engineering to gather enough data to determine the root cause of the issue. We are careful not to have too many restrictions going on at one time. But, the cost and inconvenience of the restriction at both the dealership level and General Motors is more than offset by the value of improved product quality. Parts restriction has proven to be one of the most effective sources of product information we have developed.

Action Centers – The Action Centers are set up to gather information for the assembly plant of a new product. The Action Center takes phone calls from dealers that need help with one of these new products. The information is then directed to the assembly plant and improvements are made very rapidly.

Field Engineering Investigation

Process – In this process, Engineering uses the VIS system to explain what they are looking for. The Service Advisor prints out the instructions in VIS for the technician. The technician is requested to contact TAC after following the directions. A specific labor operation is provided to pay the technician for this effort in helping the Field Engineering Investigation process. PQC will process this specific labor operation with prior approval so the dealership gets paid for the activity.

Warranty Parts Center Process – All parts of a new vehicle are returned to the WPC for six months after the vehicle is launched. In addition, Engineering and Brand Quality can request the return of a specific part number when the part is replaced on a warranty claim. Returned parts are analyzed to determine root causes for why the parts were replaced, and improvements are pursued.

The Field Service VME System – This provides two-way voice communication on product issues between GM Service and the dealers. In the normal course of vehicle repair, if you come across something that you think will help us improve the repair and quality of our vehicles, you can use the Field VME Product Feedback system to let us know.

- Thanks to Jim Colyer, Melissa Suhy, Jack Pantaleo and Ann Briedis

Transaxle Electrical Connector

Be on the lookout for bulletin 02-07-30-022B, which is being re-issued to include 2004 model year vehicles.

The bulletin applies to numerous carlines which use the 4T65-E, 4T40-E or 4T45-E transaxles.

Some customers may comment that the SES lamp is illuminated, accompanied by extremely harsh shifts. The conditions may be caused by an intermittent connection at the transaxle 20-way connector.

The bulletin lists six potential causes:

- harness stretched tight
- terminals not fully seated
- male terminals bent
- female terminals loose
- terminals insufficiently crimped to wire
- connector not properly seated and locked

Perform an inspection and make the necessary repairs.

- Thanks to Bob Martin



Connector not properly seated and locked

A/C Compressor Diagnostic Tips

The information here deals with two conditions that appear to be contradictory. In the first case, compressors may have been replaced unnecessarily, and in the second case, compressors may need to be replaced. Here are the details.

1993-Present Cars and Trucks

Refer to bulletin 01-01-38-013A, which provides information to consider before replacing an A/C compressor for noise, vibration or insufficient cooling. Only highlights are given here.

The bulletin lists numerous system conditions (other than the compressor) that can cause these symptoms. High on the list is the state of refrigerant charge, either too low or too high. Others include loose attachment hardware, worn drive belt, grounded refrigerant lines, improper or insufficient airflow, contamination, and improper oil charge.

TIP: Perform a thorough visual inspection before performing tests or repairs.

TIP: Use the ACR 2000 Tool to recover and weigh the refrigerant charge to help accurately diagnose a charge level condition.

If careful diagnosis legitimately leads to compressor replacement, be sure to follow the bulletin guidelines to determine which of the following may be appropriate: oil balance, suction screen filter, flushing, addition of fluorescent dye.

TIP: Bulletin 01-01-38-006B provides additional information on flushing procedures.

G-Vans and C/K Trucks from January 2002 through April 2003

All of these vehicles use a Denso compressor. Customers with these vehicles may comment on underhood noises or insufficient cooling.



TIP: If proper diagnosis pinpoints the compressor as the cause, replacement is the appropriate repair. Compressors built between the dates listed may be more susceptible to these conditions.

TIP: A redesign in April 2003 addressed the reed valve and retainer gasket. Compressors built after April 2003 are redesigned, revalidated and significantly improved. These can be easily identified: the serial number begins with 5E.

Part Numbers for Redesigned Compressor

C/K	15100337 / 338 / 339 / 340
G Van	15106396 / 397

The symptoms may be caused by a condition called "liquid slugging." In a properly operating A/C system, the refrigerant may be either liquid or gas, depending on where it is in the system. At the compressor, the refrigerant is supposed to be gaseous. If liquid refrigerant enters the compressor, slugging occurs. Because liquid is not compressible, pressures become extremely high and damage can occur to the reed valves and retainer gasket.

TIP: The A/C systems on large vehicles such as vans and utilities contain a larger amount of refrigerant, and the lines have a greater number of bends, both of which provide extra opportunities for liquid refrigerant to return to the compressor. Also, on some of these vehicles, the A/C compressor is low-mounted, which increases the opportunity for liquid to pool.

- Thanks to Steve Haar and Saundra Massingille

TAC Tips

Loud Pop or Snap Noise From I/P in Hot Ambient Temperatures

On some 2001-03 Chevrolet Impalas and Monte Carlos, a loud popping or snapping noise may occur at the windshield or I/P pad area. It is often described as sounding similar to a stone hitting the windshield.

The noise most often occurs shortly into a drive cycle after the A/C begins cooling the interior, after the vehicle has been sitting in high ambient temperatures, usually above 90° F (32° C). The noise originates from the metal plates riveted to the underside of the Upper I/P Pad over the Instrument Cluster and Passenger Side Airbag.

Once the condition is confirmed, replace the Upper I/P Pad with a new part from GMSPO. The new pad has eliminated the plate over the Instrument Cluster and should correct most occurrences of this condition. Additional Field Product Reports regarding the successful repair of vehicles using this procedure would be appreciated.

- Thanks to Phil Race

Flywheel Bolt Holes

When replacing the flywheel on a GEN III V-8, you may notice the bolt holes for the crankshaft in the replacement flywheel are larger than the holes in the original part.

The original part was superseded. The new flywheel has slightly larger bolt holes. New bolts with washers have a 22.3 mm conical design and will provide sufficient clamp load to install the new flywheel. The new bolts part number 12563533 and flywheel are applicable only on LQ4 engines or LR4 engines for 1999 and 2000. Install the flywheel using the appropriate Service Information procedure.

- Thanks to Sean Garrison

Tire Pressure Monitor System Message Displayed On DIC

On some 2004 Pontiac Grand Prix models, a customer may comment that there is a Check Tire Pressure message on the DIC. There may not be any DTCs or visible defects and no malfunction can be identified in the system.

Inspect the rear wheel speed sensor harnesses 5-10 inches (12-25 cm) inboard of the suspension knuckles for the presence of either an orange or white tape label on the left rear harness. If it is on the left harness, the sensor is installed incorrectly and should be swapped with the right side, where it belongs. Both rear wheel speed sensors share the same connector and have harnesses of similar length.

- Thanks to Phil Race

Supplemental Brake Assist Noisy and May Run Continuously

On some 2003 C/K vehicles, the Supplemental Brake Assist (SBA) motor is noisy and runs when the brake pedal is depressed and may run continuously when the brake pedal is released.

Use P/N 89040236 to correct this customer concern.

- Thanks to Dana Evanoff

Poor or No HVAC Heat

Owners of some 2004 Cadillac CTS and SRX models may experience poor or no HVAC heat.

Check the thermostat housing (P/N 12573977) for casting flashing. Remove the flashing from the thermostat housing. If the material cannot be removed without damaging the housing, replace the housing.

- Thanks to Duane Raymond

Car Issues Fix It Right the First Time						
Model Year(s)	Vehicle Line(s) - Condition	Do This	Don't Do This	Reference Information / Bulletin		
2003-2004	Cavalier/Sunfire – Grinding Noise on Clutch Apply. Very low mileage	Replace clutch hydraulic line.	Don't replace clutch/bearing	02-07-31-003A		
2003-2004	Vibe – Normal Exhaust Odor	Provide a copy of the service bulletin to the customer.	Don't replace the catalytic converter	06-05-006		
1997-2004	Grand Am / Alero / Malibu – Brake pulsation	Turn rotor and use brake align procedure	Don't replace rotors for pulsation	00-05-23-002, 01-05-23-001 Know How 15040.01B)		
2001-2003	Venture / Montana / Silhouette / Rendezvous / Aztek – Rattle or Buzz from Exhaust System	Install clamp	Don't replace catalytic converter	03-06-05-003 dated 01/28/03		
2004	Grand Prix with Monsoon System – Speaker Buzz	Re-Pin Speaker wires in the IP fuse panel connector	Don't replace the speaker, amplifi- er or radio	03-08-44-015		
2000-2004	Impala / Monte Carlo – Condensation in Headlamp	Normal when limited to fog or fine mist appearance in high humidity conditions	Don't replace headlamp assembly when no water droplets evident	01-08-42-001 Sept 2000 TechLink		
2003-2004	CTS – Variable Effort Steering (VES) "Service Steering Message" DTC C1241 or C0450	Replace VES solenoid only	Don't replace entire steering gear	03-02-36-001		
2003	All cars with 4T40/45E, 4T65E and 4T80E – Code P0742	Replace TCC PWM solenoid and valve asm.	Don't replace transmission or valve body assembly	02-07-30-039B (Part numbers in bulletin have been superceded)		
2002-2004	All cars with 4T40/45E and 4T65E with DTC P0716, P0717 and other misc codes	Disconnect, inspect, and reconnect transaxle wiring harness at the transaxle.	Don't replace input speed sensor.	02-07-30-022B(Oct 2003) Sept 2003 TechLink		
2004	L61 EcoTech 4 Cylinder 2.2L Engine	Replace Spark Plug Sets	Don't replace PCM or ignition cassettes	03-042 Recall		

Truck Issues -- Fix It Right the First Time

Model Year(s)	Vehicle Line(s) - Condition	Do This	Don't Do This	Reference Information / Bulletin
1999-2004	Vehicles with HomeLink Universal Transmitter – Programming Diagnosis	Use J41540 HomeLink Tester, follow SI, refer customers to owners manual	Don't replace HomeLink Transceiver without validating internal fault	01-08-97-001B
1999-2003	Silverado, Sierra, Savana, Express 8600 GVW – ABS lamp on	TIS Version 4.0 Re-flash for code C0550 H2504	Don't replace ABS module	03-05-25-003
2003-2004	FullSize Pickups and Utilities – Door Trim Panel	Remove front door panel, then remove switch bezel retaining screw.	Don't pry switch bezel out of door trim panel without first removing retaining screws	Service VME 03-08-64-022
2003-2004	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
2003	Fullsize Pickups and Utilities – Transfer Case Service Light	Replace encoder motor sensor and reprogram TCCM	Don't replace module, encoder motor or transfer case	03-04-21-001B
2003	Fullsize Pickups – 6.6L Diesel Engine ECM	Follow SI and bulletins for proper diagnostics for P0181, refer to the Owner's Manual (block heater and front cover)	Don't replace ECM unless diagnostics confirm need to replace	02-06-04-048, 03-06-04-021, 02-06-04-058 and parts restriction
2002-2003	TrailBlazer, Envoy, Bravada – Squeak Rub/Scrub Type Noise in Steering Column	Lubricate and remove material per bulletin	Don't replace upper or lower inter- mediate shaft	02-02-35-006A
2002-2004	TrailBlazer, Envoy, Bravada, Rainier – Tail Lamp Socket Circuit Board	Replace both tail lamp circuit boards	Don't replace complete assembly	Service VME 9/22/03 03-08-42-006A
2002-2003	TrailBlazer, Envoy, Bravada – Windshield Washer Nozzle	Replace windshield washer nozzle	Don't replace complete cowl assembly	Service VME 06/25/2002
2002-2004	TrailBlazer, TrailBlazer EXT – Wavy Front Fascia	Repair fascia with Dual Lock	Don't replace front fascia	02-08-62-004
2002-2004	TrailBlazer, Envoy, Bravada — Mirror Erratic Return	Replace mirror actuator and reprogram module	Don't replace outside mirror assembly	02-08-64-008 02-08-64-021

Know-How Broadcasts for January 10270.12D Emerging Issues 10280.13D Brakes - Town Hall January 15, 2004 January 29, 2004 9:00 AM, 12:30 PM, 3:30 PM Eastern Time 9:00 AM, 12:30 PM, 3:30 PM Eastern Time



– Thanks to Tracy Timmerman