

REPAIR

IN SIGHTS

WINTER 2020

*Collision Repair News
from your Parts Dealer*



MEET THE ALL-NEW 2020 CORVETTE

Repairs and Vehicle
Radar Sensors

My GM Partner
Perks Benefits

The Perils of
Counterfeit Parts

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REPAIR

IN
SIGHTS

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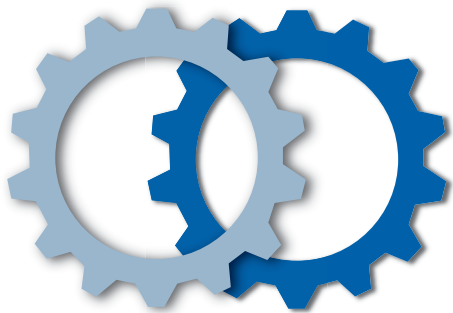
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INSTALLERS FIND SUCCESS WITH

my GM Partner Perks

INDEPENDENT INSTALLERS around the country are experiencing firsthand the positive impact that the **my GM Partner Perks** loyalty program is having on their business.

The program provides rewards for purchases of any GM part from any GM brand. Program points can be redeemed for traditional rewards or used to reinvest in the business through incentives, marketing support, training resources and business tools.

In addition to rewards points, a recent program enhancement provides yet another benefit for my GM Partner Perks members.

STREAMLINED QUARTERLY TRADE REBATE INTEGRATION

Beginning Jan. 1, my GM Partner Perks will introduce a streamlined trade

rebate process to provide a seamless electronic rebate claims process on quarterly purchases of eligible GM Genuine Parts and ACDelco Parts. The electronic process allows all of a participating my GM Partner Perks member's qualifying trade rebate purchases to be tracked online and their rebate claims to be loaded directly to the shop's promotional dashboard from the my GM Partner Perks portal at **mygmpartnerperks.com**.

Participants who elect to use the electronic method for trade rebates simply need to follow the "2-Click Process" on the portal. First, participants click to agree to the outlined terms and conditions. Once they've reviewed their purchases for a quarter, they click to validate that the parts have been loaded accurately to their dashboard within two weeks of quarter's end.

LATEST PROGRAM BENEFIT: NEW 2-CLICK TRADE REBATE PROCESS

The simplified rebate process offers participants an opportunity to track all of their purchases while saving time by avoiding the manual process. To use the new electronic option for Q1 of 2020, participants must be enrolled and active by December 31, 2019. Those who enroll as a my GM Partner Perks member in Q1 can earn rebates in the following quarter using the streamlined process.

In order to participate, click the Trade Rebates tile from your my GM Partner Perks dashboard and follow the instructions.

My GM Partner Perks members who still would like to complete the process manually may continue to submit forms online or via mail with the forms

found on **gmpartsrebates.com**. Those not active in my GM Partner Perks may also participate through the manual process.

To review the current trade rebate offers, see the inside back cover of this issue. ■

ENROLL IN MY GM PARTNER PERKS

Enjoy the benefits of my GM Partner Perks and see the difference it makes for you! Go to **mygmpartnerperks.com** or call 1-800-253-3428 to sign up today.

my GM

partnerperks

Reports

My Toolbox

Live Chat

Q3 OFFERS AND PROMOTIONS

Product Rebates

ALL PRODUCTS

PRODUCT LINES:

ALL PRODUCTS

PRODUCT LINE ▼	AWAITING APPROVAL	AWAITING REBATES	APPROVED	APPROVED REBATES	TOTAL PURCHASED	REBATE LIMIT
PROFESSIONAL PADS & SHOES	7	\$14.00	0	\$0.00	7	50 View / Approve
AIR CONDITIONING	1	\$10.00	0	\$0.00	1	50 View / Approve
ADVANTAGE PADS SHOES	16	\$24.00	0	\$0.00	16	50 View / Approve
TOTALS	24	\$48.00	0	\$0.00	24	150

APPROVE ALL REBATES NOW

PROFESSIONAL PADS & SHOES				
REBATES AWAITING APPROVAL				
PRODUCT LINES: PROFESSIONAL PADS & SHOES				
ALL PRODUCTS				
PROFESSIONAL PADS & SHOES				
AIR CONDITIONING				
ADVANTAGE PADS SHOES				
SELLER NAME	INVOICE NUMBER ▼	PART NUMBER	PRODUCT LINE	DESCRIPTION
FORT MEIGS AUTO ELECTRIC	562142	19108014	PROFESSIONAL BRAKES	Ceramic Rear Disc Brake Pad Set
FORT MEIGS AUTO ELECTRIC	562138	19171815	PROFESSIONAL BRAKES	Ceramic Front Disc Brake Pad Set
FORT MEIGS AUTO ELECTRIC	561862	19108014	PROFESSIONAL BRAKES	Ceramic Rear Disc Brake Pad Set
FORT MEIGS AUTO ELECTRIC	561636	19286421	PROFESSIONAL BRAKES	Ceramic Rear Disc Brake Pad Set
FORT MEIGS AUTO ELECTRIC	561391	19165980	PROFESSIONAL BRAKES	Ceramic Front Disc Brake Pad Set
FORT MEIGS AUTO ELECTRIC	561391	19286309	PROFESSIONAL BRAKES	Ceramic Rear Disc Brake Pad Set
FORT MEIGS AUTO ELECTRIC	561356	19339852	PROFESSIONAL BRAKES	Ceramic Front Disc Brake Pad Set
APPROVED REBATES				
SELLER NAME	INVOICE NUMBER ▼	PART NUMBER	PRODUCT LINE	DESCRIPTION
TOTAL PURCHASES				
APPROVE REBATES NOW				

Trade Rebate Integration provides a seamless electronic rebate claims process.



Assessing the Damage

Counterfeit Parts Cause Problems in Many Areas

This is the second in a series of articles on the perils of counterfeit parts and the negative impact they can have on business.

COUNTERFEITING AUTO PARTS is not a victimless crime when one considers:

- **Safety and Satisfaction** — Counterfeit auto parts pose safety risks to unsuspecting consumers and technicians.
- **Brand Integrity** — Counterfeiting destroys the brand reputation of legitimate companies and poses product liability issues.
- **Profitability** — Counterfeiting can adversely impact the profitability and viability of installers and legitimate parts suppliers.

SAFETY & SATISFACTION “When motorists and repair technicians unknowingly buy these readily available counterfeit parts, they likely have no idea that what they are installing is inferior and potentially dangerous,” said Bill Long, President and CEO of the Motor & Equipment Manufacturers Association (MEMA).

Because fake auto parts are a serious problem, GM has a Brand Protection team in Global Security and Customer Care and Aftersales that works diligently to protect our brands from being counterfeited. Counterfeit GM Genuine Parts and ACDelco parts can harm our customers.

For example:

- Counterfeit brake pads may have decreased stopping power or wear quicker.
- Bogus spark plugs can overheat and may lead to fire.
- Counterfeit oil filters can cause sudden engine failure.
- Fake air bags may not deploy or may deploy with shrapnel — causing injury or worse.

BRAND INTEGRITY In North America, counterfeit parts have a harder time getting into

GM's distribution channels because the channels are run so tightly. But that doesn't mean the pipelines are completely free of fakes. For ACDelco and GM Genuine Parts distributors, counterfeiters are unfair competitors who steal customers and sales.

In addition, counterfeit parts undermine the trust consumers place in a business. Bad word-of-mouth that a facility uses substandard or fake parts scares away customers and can kill a business.

PROFITABILITY Imitation parts are also usually less reliable, so they need to be replaced more often, tying up technicians and service bays.

Counterfeit parts can cause mechanical problems and system breakdowns in addition to putting people at risk for

serious injury or death. And in the same way shoplifters end up costing honest customers more money at the checkout line, counterfeiting can result in more costly parts for honest service providers because of lost revenue.

The impact doesn't stop there. Although estimates vary, looking at it from the perspective of legitimate parts suppliers, it is safe to say counterfeiting steals tens of thousands of good manufacturing jobs in the United States alone.

All of these reasons speak to the damage caused by counterfeit parts.

In the next issue of *Repair Insights* magazine, we'll highlight the most commonly counterfeited parts and the telltale signs that indicate their inauthenticity. ■



Simplify the PROCESS

Pre-assembled steering linkage allows for quick, easy installation

The ACDelco Complete Pre-Assembled Steering Linkage line has simplified the often-complicated process of installing a vehicle's steering linkage. The line offers installers an option for a direct replacement part that doesn't require the lengthy process of identifying, sourcing and assembling multiple other parts.

Expertly engineered and manufactured to stringent tolerances, the complete linkage assemblies are available for certain 1992–2016 model year Chevrolet and GMC trucks and SUVs; Dodge Ram trucks; Ford wagons and vans; and Jeep Wrangler vehicles.

The complete steering linkages have been thoroughly tested and backed by ACDelco for a quicker, more durable repair.

Linkage features consist of premium components for high-quality strength and durability. Other highlights of the design include:

- A pressed-in cover plate design
- Application-specific bearings
- Pre-lubricated adjustment sleeves for easy service
- Bearings that combine a sintered metal and glass-reinforced polymer to help provide a durable bearing surface
- Sockets that are grease-able (to extend service life) and contain a Belleville washer to minimize impact and extend bearing life even further
- A resulting reduction in tire wear along with improved steering ■

Complete Steering Linkage Pre-Assembled



Because the steering linkage is a direct replacement part, there's no need to identify, source and assemble a series of other parts.



For the 2006 Ford Truck Wagon E350 Super Duty



For the 2012 Dodge Ram 2500



For the 2015 Jeep Wrangler



For the 2008 Dodge Ram 1500

LEARN MORE

For specific part numbers and details on the Complete Pre-Assembled Steering Linkage, visit acdelco.com or contact your preferred parts dealer.

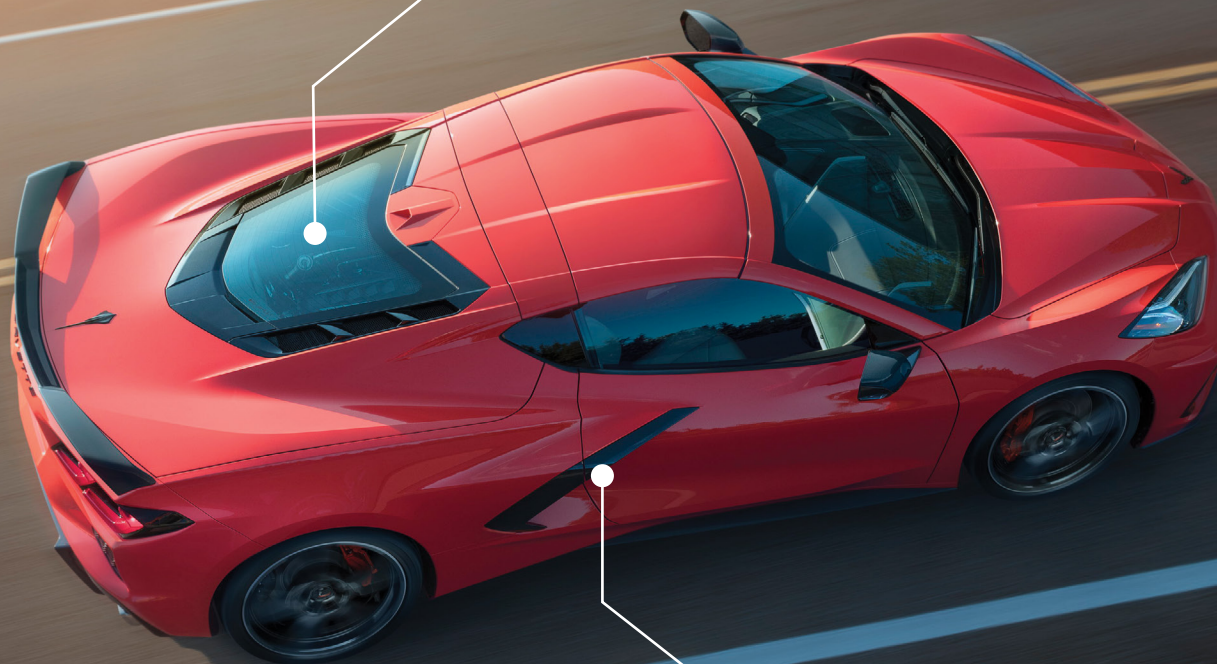
THE 2020 CORVETTE

— a Mid-Engine Masterpiece

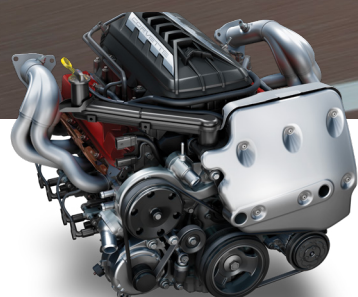
The all-new Corvette Stingray Coupe and Convertible have been completely redesigned from the ground up to deliver a thrill on every drive.



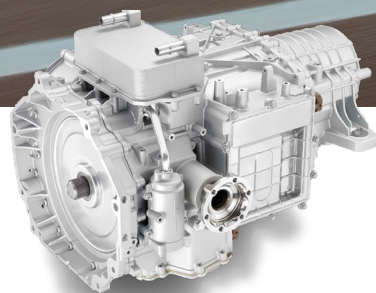
The mid-engine configuration helps provide outstanding visibility, responsiveness and driving feel.



The Corvette's fighter jet-inspired design features hidden door handles as well as hidden hatch and hood releases that contribute to its incredibly clean, aerodynamic appearance.



The all-new 6.2L (LT2) V8 engine not only delivers 495 horsepower and 470 lb.-ft. of torque, but a 0–60 mph time of 2.9 seconds — making the 2020 Corvette the most powerful production Stingray ever.*



A standard dual-clutch transmission ensures lightning-quick shifts, combining the smoothness of an automatic with the action of a manual.



The standard Driver Mode Selector lets drivers electronically calibrate up to 12 performance variables to tailor the Stingray for enhanced performance.



The Corvette's handsome, meticulously crafted cockpit offers six color themes and brims with premium materials, including hand-wrapped, cut-and-sewn leather components with thick press stitching.

*Requires available Performance Exhaust or Z51 Performance Package.

BUMP the Competition

Conquest program offers Original Equipment (OE) parts for quick, quality insurance repairs

WHEN YOU HAVE AN INSURANCE-RELATED COLLISION REPAIR that requires non-OE parts replacement, such as a fender, grille, wheel or other collision-related part, GM's **BUMP the Competition** conquest program offers several benefits.

BUMP gives you the opportunity to choose from 9,000+ OE collision parts for an expert fit when you substitute GM Genuine Parts for aftermarket, salvage or refurbished parts in an insurance repair.

It's a win for everyone:

- Customers will appreciate getting back on the road sooner with the peace of mind that comes with GM OE collision parts that are designed, engineered and tested to rigorous standards and backed by General Motors.
- You can order GM Genuine Collision Parts at aftermarket pricing while enjoying better cycle times and

maintaining good profit margins. You'll also reduce the time spent on the repair with parts that fit right the first time.

Make Electronic Claims

Participating in BUMP is easier than ever and provides more cost benefits, thanks to seamless integration with CollisionLink Shop.

CollisionLink Shop is a free web-based application that offers a streamlined

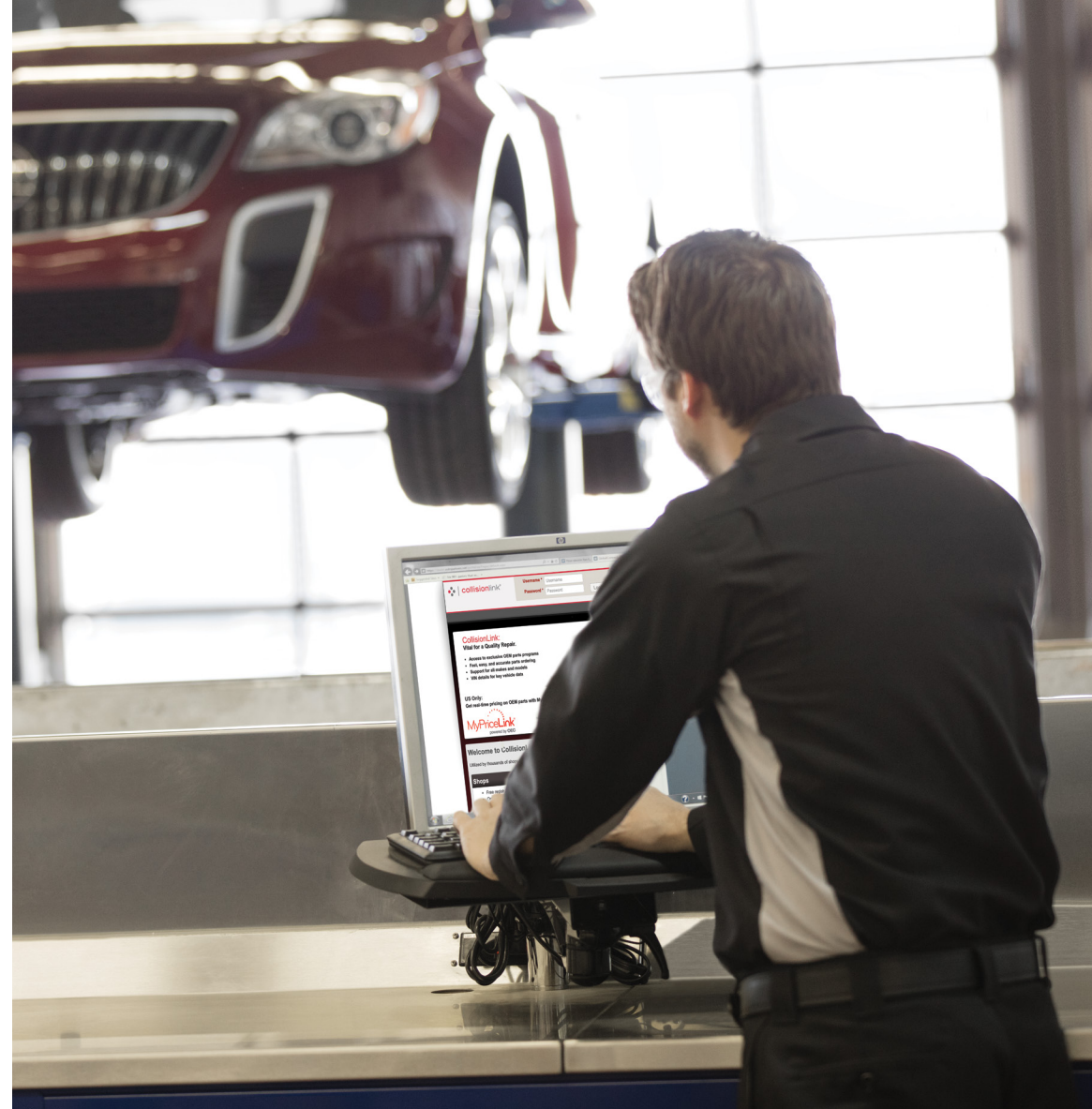
connection to GM Genuine Parts. Use CollisionLink Shop to reap the greatest benefits of the BUMP program by easily submitting your entire collision estimate, where it will be sent to your preferred parts dealer. They can then

look for opportunities to use BUMP and determine how best to help you. There's no longer a need to fax or email estimates, and the process requires minimal time and effort. (If you don't participate in CollisionLink Shop, you



HELPFUL TIP

Share your full estimate with your parts dealer for BUMP pricing.



can still manually send a copy of your estimate directly to your preferred dealer for BUMP pricing.)

If you are being asked to use aftermarket or salvage parts to complete your collision repairs, consider using BUMP the Competition. BUMP offers competitive pricing on more than 10,000 collision parts for insurance repairs, when aftermarket salvage or refurbished parts are substituted in favor of GM Genuine Parts. ■

TO REQUEST BUMP PRICING ELECTRONICALLY

Sign up for CollisionLink Shop at collisionlinkshop.com, complete your profile and install the uploader.

OR

Call OEC at **888-776-5792**, Option 2, to set up the CollisionLink Shop uploader.

Put Original Equipment (OE) Sensors and Glass ON YOUR RADAR DURING REPAIRS

MANY OF TODAY'S NEWER VEHICLES come equipped with advanced active safety and driver assistance technologies, such as Forward Collision Alert* and Lane Departure Warning*, that employ advanced camera and radar sensors to alert the driver when a potential collision risk exists. Understanding the basics of these systems and where the sensors are located on a vehicle can help prevent potential damage to components during repairs — damage that could lead to repair delays and additional costs.

HOW THEY WORK

Advanced active safety systems are designed to help a driver avoid collisions or reduce crash damage while driving, backing and parking. A K124 active safety control module is the primary controller for these comprehensive systems. It communicates on multiple serial data buses to share information with various control modules throughout the vehicle.

FRONTVIEW CAMERA

Some active safety systems use a frontview camera that is located behind the windshield, looking out at the road to detect lane markings and objects directly ahead within a distance of approximately 197 feet. The camera is used for Forward Collision Alert and Lane Departure Warning systems and communicates with the active safety control module via serial data on the object detection bus.

Using information from the frontview camera, the active safety control module can provide Forward Collision Alert and Lane Departure Warning alerts to the driver when appropriate. Keep in mind that it is important to use Original Equipment (OE) windshields for vehicles equipped with a camera to help ensure the proper function of Advanced Driver Assistance Systems.

RADAR SENSOR MODULES

In addition to cameras, technologies such as forward collision alert and automatic emergency braking systems employ radar sensors — both long- and short-range — to help warn drivers of a collision risk.

Rely on GM Collision Repair Procedures and GM Genuine Parts

With the continued expansion and use of Advanced Driver Assistance Systems on GM vehicles, it is critically important to be aware of the proper service and replacement procedures for safety-related components. To preserve the safety performance of repaired GM vehicles, GM publishes vehicle-specific collision repair procedures and manufactures and sells GM Genuine Parts. GM Genuine Parts offer parts made to the same specifications as the original parts installed on new Chevrolet, Buick, GMC and Cadillac vehicles. Repairing a vehicle using GM Genuine Parts and following GM repair procedures helps return a vehicle to pre-collision condition.

Radar Sensor Modules —

Long Range and Short Range – Front

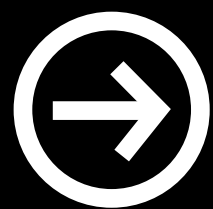
The long-range radar sensor module is located behind the front grille emblem and is used in the range of 98–656 feet. There also are two short-range radar sensor modules behind the front fascia that help detect objects up to approximately 98 feet.

Radar Sensor Modules —

Short Range – Rear

Some safety technologies, including backing warning systems, utilize technology such as ultrasonic proximity sensors or two short-range radar sensor modules behind the rear fascia that help detect objects up to approximately 98 feet. ■

*Safety or driver-assistance features are no substitute for the driver's responsibility to operate the vehicle in a safe manner. The driver should remain attentive to traffic, surroundings and road conditions at all times. Visibility, weather and road conditions may affect feature performance. Read the vehicle Owner's Manual for more important feature limitations and information.



POWERING FORWARD:

New Digital Platform Debuts

The arrival of the new 2020 Chevrolet Corvette and Cadillac CT5 and CT4 also marks the introduction of GM's Next Generation Digital Vehicle Platform.

This all-new platform, developed by a global team of electrical, hardware and software engineers, will help power GM models — including electric vehicles — as well as their active safety, infotainment and connectivity features. It will support a new electronic system capable of managing up to 4.5 terabytes of data process power per hour — five times the capability of the current architecture.

As a result, there's greater communication within the vehicle itself and to outside

sources, thanks to Ethernet connections of 100Mbps, 1Gbps and 10Gbps.

The system features a Controller Area Network with Flexible Data-Rate (CAN FD) protocol, which delivers faster programming when using compatible J2534 devices such as the GM MDI 2. The faster bit rate allows more data to fit into a single message, reducing the need for more networks and additional wiring.

Security also is a hallmark of the platform, which can employ up to nine high-speed CAN buses.

Because programming and scan tool data information can be handled by using just two buses, the remaining buses can be isolated to secure those correlating networks.

A GDS2 software update adds to the platform's capability; it is available by selecting the GDS2 icon in TIS2Web. In addition, with the expanded capacity, the platform can accommodate over-the-air software updates, allowing for a range of potential upgrades throughout the life of the vehicle. ■



KEYS TO UNLOCKING THE Passive Door System

THE PASSIVE DOOR UNLOCKING system offers owners convenient access to their vehicles. But some customers of 2019 and 2020 GM models may find that their unlocking feature is inoperative when pressing the button on the door or tailgate release handle. If all turn signals flash four times quickly when a button is pressed, it's an indication that passive unlocking has been turned off.

Owners should know that, once any individual fob is used to disable passive unlocking, all fobs for the vehicle will be disabled. Also, some vehicles may have "Passive Door Unlock" turned off in the vehicle settings on the infotainment system, which affects all of a vehicle's fobs.

To cycle between the Passive Unlocking Enabled and Disabled modes, first turn off the vehicle. Then press and hold both the Lock and Unlock buttons on the vehicle fob for three seconds. The turn signals will flash four times.

When passive unlocking is enabled, the doors will unlock when the button on

the door handle is pressed. When it is disabled, the turn signals will flash four times but the doors will remain locked when the button on the door handle is pressed. ■



If a vehicle in your shop has a door lock issue, ask customers the following questions (which can help ascertain the root causes of any problems):

How long has the driver had the vehicle?

Where does the driver keep the fob (e.g. front pocket, rear pocket)?

Are there single or multiple drivers for the vehicle?

Does the customer remember pressing both the Lock and Unlock buttons on their fob at the same time?

New Video Highlights

Full-Size Pickup Frame Repair

AS A COLLISION REPAIR FACILITY, you know firsthand the meticulous care and precision that's required when servicing a frame — the very foundation of a vehicle.

With that in mind, GM offers a helpful new video that provides tips for ensuring a proper and safe repair of the rear frame section on its new full-size pickup truck. Full-size pickups include 2019-and-newer Sierra and Silverado models.

VIDEO HIGHLIGHTS

Utilizing a GM-engineered frame section on a full-size pickup, this brief, yet informative, video highlights:

- How to remove the pickup bed
- The importance of using a suitable repair rack or bench during the repair process
- Why removing certain components, such as the gas tank and fuel lines, is critical for safety and for easier access to the sectioning location
- The importance of utilizing three-dimensional measurements when positioning the new frame section to the undamaged portion of the original frame



▶ A technician removes the remaining portions of the existing frame end.



▶ The new GM-engineered frame section mates precisely with the existing frame end.

Viewers also will learn that GM-engineered front and rear frame sections are less intrusive than a full frame replacement and can help lower labor and repair costs. ■

To see the video, go to **(note: case sensitive):**
resources.mynetworkcontent.com/T1FrameSectionRepair.mp4

GM GENUINE PARTS

ACDelco

TAKE ADVANTAGE OF NEW PRO OFFERS

MAIL-IN REBATES* ON THE PURCHASES OF:

\$5

ACDelco Professional Batteries
ACDelco Cabin Air Filters
ACDelco Engine Air Filters

\$2.50

ACDelco Advantage Batteries

\$2

ACDelco Professional or Advantage Wiper Blades

\$1.25

ACDelco Oil Filters

Up to 15 rebates per part

and

\$50

GM Genuine Parts Engine Assembly
GM Genuine Parts Transmission or Transfer Case Assembly

Up to 5 rebates per part

+ additional rewards with

myGM
partnerperks

Members earn points on GM parts purchases plus additional benefits.

VISIT GMPARTSREBATES.COM TO CREATE YOUR ACCOUNT AND SUBMIT YOUR REBATES ONLINE OR VISIT GMGENUINEPARTS.COM OR ACDELCO.COM FOR MORE INFORMATION.

*Available only to Independent Service Centers, Body Shops, or Commercial Fleets with a U.S. mailing address. Limit 15 rebates per ACDelco part per business. Limit five rebates per GM Genuine Parts Engine, Transmission, or Transfer Case Assembly per business. Not available with some other offers. Government and municipal fleets are excluded. Allow 6 to 8 weeks from promotion end date for delivery of Visa® Prepaid Card. Visa Prepaid Card will be issued in the business name. See gmpartsrebates.com for complete details, eligible parts, and rebate form, which must be postmarked by 4/15/20. Offers end 3/31/20.

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