

REPAIR

IN SIGHTS

FALL 2020

*Collision Repair News
from your Parts Dealer*



MEET THE 2021 GMC YUKON

New Parts Branding,
Packaging

my GM Partner Perks
Consumer Assurance

Corvette Rear
Bumper Impact Bar
Replacement

CONTENTS

FALL 2020

2 **YOUR GM PARTNERS**
New branding makes it
easy to identify parts

6 **YOUR GM PARTNERS**
Consumer Assurance Program
stands behind our products

8 **PRODUCT SPOTLIGHT**
2021 GMC Yukon arrives

11 **REBATES**
Take advantage of
these offers

12 **REPAIR PROCEDURES**
Replacing the Corvette
rear bumper impact bar

14 **TRAINING**
Learn online through
Virtual InShop Training

16 **REPAIR PROCEDURES**
Season odometer
programming methods

2



14

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NEW PACKAGING

Part of Global Parts Branding Initiative



GM Genuine Parts and ACDelco products have always represented quality parts, but the new Global Parts Branding initiative rolling out this year is expected to help differentiate the parts lines you stock, sell and install every day.

You've probably noticed some of the branding changes, perhaps most notably with the updated product packaging arriving at your shop. But the Global Parts Branding initiative is an even more comprehensive strategy to bolster all of our products and promote GM Genuine Parts and ACDelco to your customers as the true OE parts brands — the only brands with backing from GM.



Offering strong, secure parts brands will benefit you and your customers with a more defined distinction among products, their roles in the portfolio, their target customers and part relevance to those customers. The change also allows you a better understanding of how to best meet your customers' needs and decide which parts to stock.

Although some of the parts packaging you are receiving now reflects the updated strategy, you may continue receiving some current packaging for a few months.



Look for additional details on this exciting initiative and how it can make a positive impact on your business in future editions of *Insights* magazine.



SPECIAL DELIVERY

Look for new packaging in your GM Genuine Parts and ACDelco shipments

There's a new package design to the GM Genuine Parts and ACDelco products arriving at your shop this fall, but the updated appearance is more than skin-deep.

The redesign reflects a thoughtful new product hierarchy with updated packaging features. ■





Confidence BOOSTER

my GM Partner Perks' Consumer Assurance Program can help strengthen customer trust

Your business is built upon the quality of the work you provide your customers, and that includes the parts you use.

The Consumer Assurance Program, one of many benefits offered to my GM Partner Perks Program participants, is another way to let your customers know how much you stand behind the parts used in your shop.

If a customer needs a replacement for any part* manufactured by GM Genuine Parts or ACDelco parts within 24 months of the original installation, it's covered at no additional charge to them through the program's limited labor compensation benefit.

Additionally, any shop participating in the my GM Partner Perks Program will be compensated for the replacement,

regardless of whether the part was originally installed at its location. If the customer experiences a manufacturer's defect within the limited parts warranty of up to 24 months and is more than 25 miles from their original my GM Partner Perks facility, they can visit another shop for a replacement

at no cost, with a reimbursement given to the shop, regardless of program membership.

That extra layer of confidence in GM Genuine Parts and ACDelco parts gives customers peace of mind in coming to you

for business — ultimately helping you strengthen relationships and build your profitability.

**ANY SHOP
PARTICIPATING
IN THE MY GM
PARTNER PERKS
PROGRAM WILL
BE COMPENSATED
FOR THE
REPLACEMENT**

WHAT'S COVERED

The Consumer Assurance Program covers a manufacturer's defect on any GM Genuine, ACDelco, Buick,



Chevrolet, GMC or Cadillac part within 24 months of installation. Coverage is dependent on normal use of the vehicle and completion of all reasonable and necessary maintenance.

There are some exclusions to the coverage, including those pertaining to damage from abnormal use, misuse, neglect, accident or tampering. For additional details regarding coverage — as well as instructions for the claims process — see the my GM Partner Perks Handbook on the program website, mygmpartnerperks.com. You also can contact Claims Administrators at 800-ACDELCO (800-223-3526), Prompt 3.

LIGHT DUTY AND MEDIUM DUTY

Commercial vehicles also are covered by the Consumer Assurance Program, including emergency service vehicles or vehicles with a Gross Vehicle Weight of up to 19,500 pounds. ■

*Coverage applies to light-duty vehicles only. Contact 800-ACDelco (800-223-3526), Prompt 3, then Prompt 2, for full details.

my GM
partnerperks

Enjoy the benefits

Participants in the my GM Partner Perks Program are automatically enrolled in the Consumer Assurance Program. If you're not yet enrolled in my GM Partner Perks, consider the many benefits the parts loyalty program offers your business — from the latest training resources and marketing assistance to business tools and rewards. Go to mygmpartnerperks.com for more information, or to enroll.

ALL-NEW 2021 GMC YUKON ARRIVES

Next Generation Yukon and Yukon XL
feature class-leading technology and
precision engineering



2021 GMC Yukon
Preproduction model shown.



THE YUKON'S FIRST-IN-CLASS, AVAILABLE, FOUR-CORNER AIR RIDE ADAPTIVE SUSPENSION (late availability) delivers exceptional ride comfort and allows drivers to raise the body up to two inches for additional ground clearance when traveling off-road.



AN ALL-NEW DESIGN ACROSS THE YUKON LINEUP is highlighted by a Denali-exclusive interior and an available, new power-sliding center console that can extend rearward up to 10 inches.



AN AVAILABLE, ALL-NEW ACTIVE RESPONSE 4WD™ System combines several technologies — including an electronic limited-slip differential — that continuously monitor road conditions for improved traction, handling and control.

Continued on next page >



THE ROOMY YUKON OFFERS EVEN MORE USABLE SPACE for 2021 (compared with the previous model), providing 41 percent more third-row legroom and 66 percent more cargo volume behind the third row. Moreover, Yukon XL models boast a maximum cargo volume of 144 cu. ft.¹



WITH UP TO 9 AVAILABLE CAMERA VIEWS,² the Yukon can help increase driver awareness through the use of High Definition Surround Vision, a Rear Camera Mirror and GMC's ProGrade trailering system.



ALONG WITH A STANDARD DUAL-EXHAUST SYSTEM with polished stainless-steel tips, Yukon Denali models come equipped with an all-new 6.2L V8 engine that packs 420 horsepower and 460 lb-ft of torque.

1. Cargo and load capacity limited by weight and distribution.

2. Read the vehicle Owner's Manual for important feature limitations and information.

THE PRO PACK

Pro offers from GM Genuine Parts and ACDelco

Visa® Prepaid Card* mail-in rebate in the amount of:

\$50

On GM Genuine Parts Transmission Assembly and Transfer Case

On GM Genuine Parts Engine Assembly

On GM Genuine Parts Turbocharger

\$6

On GM Genuine Parts (ACDelco GM Original Equipment) Brake Pads or Shoes

On GM Genuine Parts (ACDelco GM Original Equipment) Brake Rotor or Drum

\$250

On GM Genuine Parts OE Suspension parts

\$2

On ACDelco GM OE (Professional) Glow Plug

On ACDelco Ignition Wire and Coil on Plug Boots Sets

\$.75

On ACDelco OE Wiper Blade

On ACDelco Gold (Professional) Wiper Blade

On ACDelco Silver (Advantage) Wiper Blade

\$.50

On ACDelco Oil Filter

my GM
partnerperks

Members earn points on GM parts purchases plus additional benefits.

streamlined rebate redemptions
exclusively with



Visit gmpartsrebates.com to create your account and submit your rebates online, or visit gmenuineparts.com or acdelco.com for more information.

CERTAINTY STARTS HERE.

*Mail-in rebate available only to Independent Service Centers, Body Shops, or Commercial Fleets with a U.S. mailing address. Limit five rebates per GM Genuine Parts Turbocharger, Engine Assembly, Transmission Assembly, or Transfer Case per business. Limit 15 rebates per other parts 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. Visit your my GM Partner Perks dashboard or see gmpartsrebates.com for complete details, eligible parts, and rebate form, which must be postmarked by 1/15/21. Offers end 12/31/20.





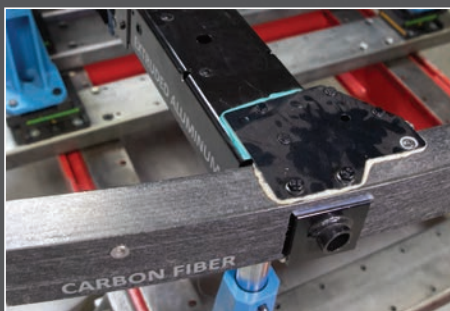
RAISING THE BAR

Corvette's new rear bumper features carbon-fiber beam

The 2020 Chevrolet Corvette C8 introduced itself this spring as a powerful, premium mid-engine sports car with several unique features that befit its complete redesign.

One such component is the vehicle's rear bumper impact bar, which is made entirely of carbon fiber.

The rear bumper impact bar is the first major structural component on the Corvette to be made solely of carbon fiber, which presents its own unique set of repair concerns and challenges.

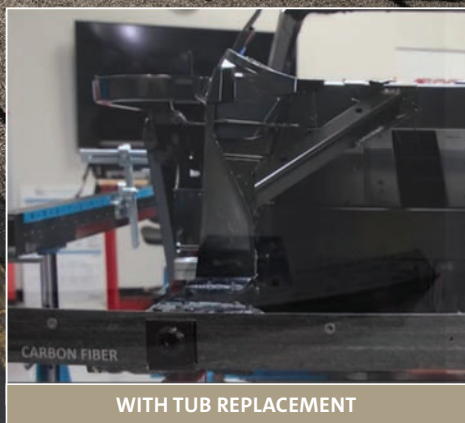


REPLACE INSTEAD OF REPAIR

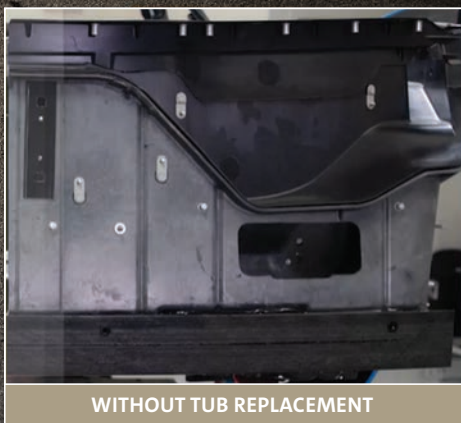
General Motors recommends that any structural carbon fiber component be replaced, rather than repaired, should it be damaged in any way. In terms of the rear bumper impact bar, there are two specific repair procedures (and two

associated part numbers) to select from, depending on the level of damage. This relates to whether just the rear bumper impact bar (Service Information Document ID: 5541003) or the rear compartment panel (SI Document ID: 5409318) needs to be replaced.

When removing just the rear bumper impact bar (without tub replacement), locate the cut line on the inner tub floor and then cut an access hole to reach the hidden flow drill screw. After cutting access openings in the rear bumper impact bar, apply heat to the inner underside of the bumper to release any adhesive, taking care not to drive heat into any undamaged components.



WITH TUB REPLACEMENT



WITHOUT TUB REPLACEMENT

With both types of procedures, the installation process involves positioning the rear bumper impact bar on the vehicle using three-dimensional equipment, drilling pilot holes to install flow drill screws, and cleaning and preparing the mating surfaces for adhesive application on the structure and the replacement part.

STICKING WITH THE PLAN

Applying the adhesive differs by procedure. When replacing the rear bumper bar, both procedures require aluminum structural adhesive. When replacing just the bar without the top brackets (Part #84711557), it's necessary to employ a special GM Structural Carbon Fiber Adhesive Kit.

This kit includes a 50ml cartridge of Crestabond M7-05 and a dispensing gun. The Crestabond M7-05 is a Methyl Methacrylate adhesive that bonds with a wide range of composite materials and has a working time between 4 and 7 minutes.

With both procedures, install flow drill screws (using the access hole without tub replacement), apply the proper sealers and anti-corrosion materials, NEVER paint the carbon-fiber beam, and reassemble panels and components using GM Genuine Parts in conjunction with GM repair methods to preserve bumper system performance. ■



Always refer to GM Service Information for the proper repair procedures when repairing a GM vehicle at genuinegmparts.com/for-professionals/collision-repair-manuals.

Training for **THESE TIMES**

Virtual InShop Training provides flexible learning options

As independent shops and service centers adjust to a changing business environment, the knowledge and skills it takes to assist customers and be successful on the job are as important as ever.

ACDelco Technical Training, which has always provided a variety of delivery methods for its training courses, recently launched a new online platform — Virtual InShop Training — to give you flexibility in accessing the most up-to-date learning without even leaving the service bay.

ABOUT THE TRAINING

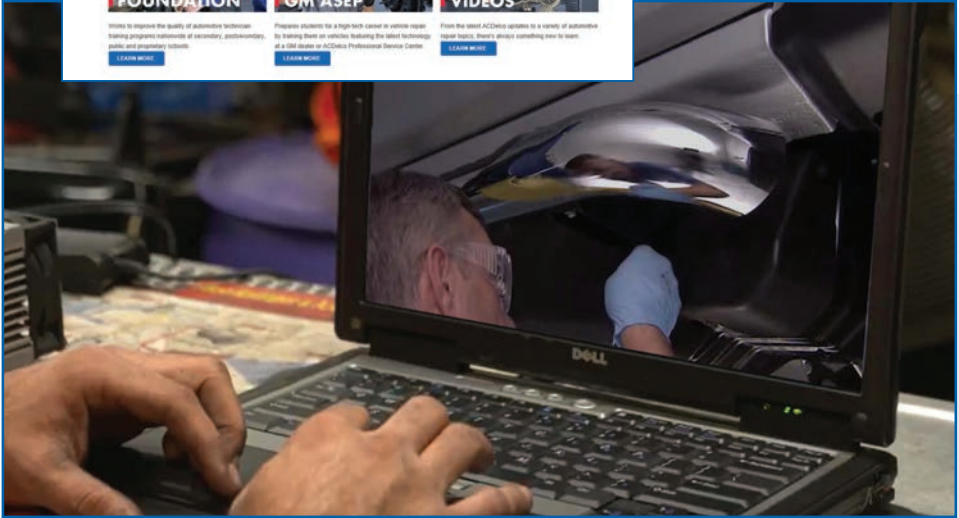
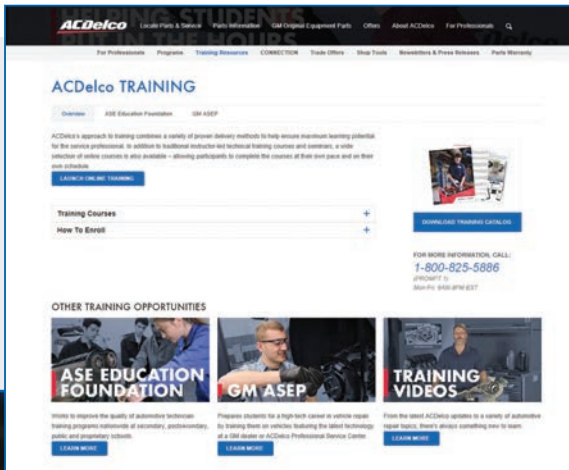
New Virtual InShop Training courses are conducted via WebEx video conferencing. They run about 45 minutes each and include a Q&A session for participants.

Training materials and a WebEx job aid designed to assist with event connectivity are emailed to participants two days before the scheduled training.

Courses mirror the traditional face-to-face InShop courses listed in the ACDelco Training Catalog. Additionally, Virtual Seminars (InShop's longer counterparts) are also offered through WebEx in place of the previous in-person format.



Contact your ACDelco representative for a complete list of Virtual InShop and Virtual Seminar offerings, to get more details or to register for a course.



Learn Virtually Anywhere

Because you're providing essential services to those who rely on a well-maintained vehicle, it's vital to stay informed on the latest technical processes and advancements, regardless of your physical location.

Both InShop and Seminar training classes typically bring participants into the shop to see a live demonstration taking place. An ACDelco professional may target a specific repair issue or procedure to give technicians step-by-

step instructions. The virtual sessions offer the same content, only they can now be accessed online from anywhere. Virtual InShop and Virtual Seminar training courses that are now available cover a wide range of topics, including those on the ACDelco Learning Management System (LMS): Batteries, Aluminum Welding and Repair, Advanced Driver Assistance Systems, Bolted Body Panels and much more.

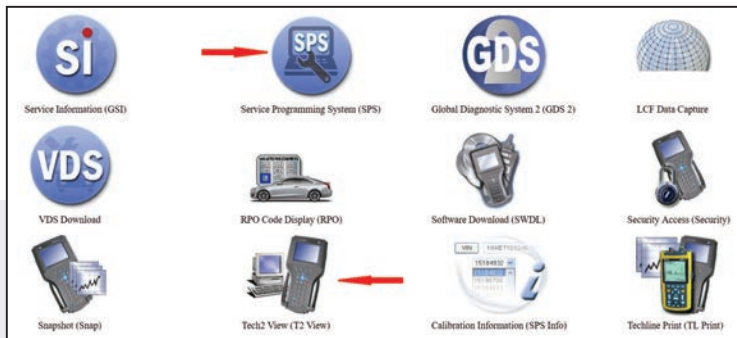
In a time when social distancing and remote communication shape the way we approach our work, it's essential that these types of learning experiences are available to you. ■

SEASON ODOMETER Programming Methods

On 2020-and-prior GM passenger cars and trucks, several methods are available for programming a season odometer after replacing the instrument panel cluster (IPC). The following can serve as a guide to help identify the right method, based on GM vehicle, model year and odometer value storage.

The season odometer value may be stored either in the IPC, the driver information center (DIC) or the integrated body control module (IBCM), which is also called a body control module (BCM).

3 Commonly Used Options



The season odometer programming methods used today include:

1. IPC reprogramming and setup using the service programming system (SPS)
2. Odometer setup at the electronic service center (ESC) when using an exchange IPC/DIC
3. Tech 2® that sets up a replacement BCM, which includes loading the odometer value that is displayed and stored in the IPC. A replacement IPC will display the previously stored vehicle odometer value, communicated from the BCM, after cycling the ignition or driving the vehicle.

IMPORTANT: Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming.

Install the EL-49642 SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. Do NOT connect a battery charger.



THIS CHART INCLUDES a few examples of where the season odometer value may be stored, based on vehicle model, along with the recommended programming method. ■

VEHICLE	MODEL YEAR	ODOMETER VALUE STORAGE	PROGRAMMING METHOD
BUICK			
Cascada	2016–2019	BCM	SPS*
Century	2003–2005	IPC	ESC
Enclave	2008–2017	IPC	ESC
CADILLAC			
ATS	2013–2019	BCM	SPS*
CTS	2003–2007	IPC	ESC
CT4	2020	BCM	SPS*
CHEVROLET			
Astro	2003–2005	IPC	ESC
Avalanche	2003–2013	IPC	SPS
Blazer	2003–2005	IPC	ESC
GMC			
Acadia	2007–2016	IPC	ESC
Canyon	2004–2011	IBCM	Tech 2
Sierra LD	2007–2013	IPC	SPS



To view the entire list, refer to document #07-08-49-020Q in Service Information.

*The odometer programming is integrated as part of the BCM programming procedure. It is not a stand-alone event.

