

REPAIR

IN SIGHTS

FALL 2021

*Collision Repair News
from your Parts Dealer*



ALL-NEW 2022 HUMMER EV PICKUP

CRN Offers a
Winning Team

OE ADAS Parts
Make Sense

**MY GM
PARTNER
PERKS**
Rewards
Redemption
INSIDE

CONTENTS

FALL 2021

2 **YOUR GM PARTNERS**
Videos help customers understand parts' value

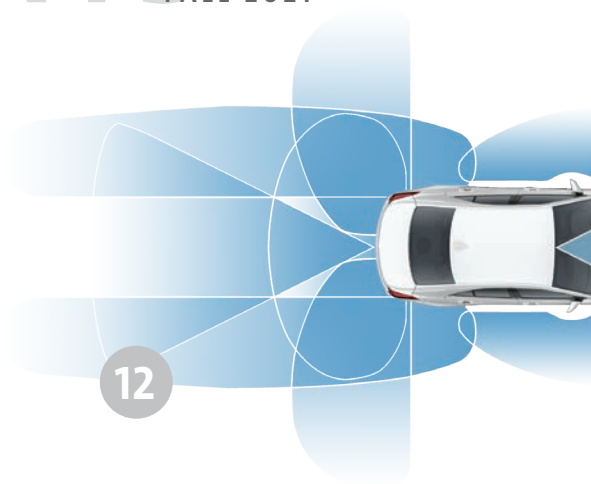
4 **YOUR GM PARTNERS**
Share in the rewards with my GM Partner Perks

6 **INDUSTRY NEWS**
Collision Repair Network links GM with interested facilities

8 **PRODUCT SPOTLIGHT**
HUMMER EV debuts as world's first supertruck

11 **REPAIR TIPS**
Trim panel may be the cause of Camaro roof malfunction

12 **GM GENUINE PARTS**
OE driver assist systems work to look out for owners



16

TRAININGVirtual, in-person courses
keep the emphasis on learning

17

REBATESSee the latest
mail-in rebates

11



2022 GMC HUMMER EV PICKUP

GM ADVISOR

John Juarez

GM ADVISORY BOARD

Adam Dettloff, Jessica Earl,
John Eck, Shelley Francisco,
Lea George, Bob Gollehur,
Marc Hammond, Janet Johnson,
John Latner, Chad Ogden,
Gretchen Sells, Josh Shuck,
Bob Stewart, Jeff Swanson,
Charlie Tadavich, Dale Tripp,
David Wells

EDITOR

Bill Davis

WRITERS

Steve Krause, Amy Lenard,
Mark Spencer

ART DIRECTOR

Mindi Schappach

MAGAZINE DESIGNER

Courtney Okoye

GRAPHIC DESIGNER

Gerald Stein

OPERATIONS

Maureen Walsh

CONTACT US AT

editor@ccainsights.com

Repair Insights magazine is published quarterly by General Motors. Address all correspondence to Insights Magazine Editorial Offices, P.O. Box 500, Troy, MI 48007-0500.

© 2021 General Motors. All rights reserved. GM, the GM logo, GM Genuine Parts, ACDelco, Chevrolet, GMC, Buick, Cadillac and the slogans, emblems, vehicle model names, vehicle body designs and other marks appearing in this publication are the trademarks and/or service marks of General Motors, its subsidiaries, affiliates or licensors. All information in the publication is based on the latest information at the time of publication approval. The right is reserved to make changes at any time in prices, rebates or offers. *Repair Insights* magazine, General Motors, participating dealers and the publisher of this magazine are not responsible for prices or information printed in error.

TRUE ORIGIN

Certainty Starts Here videos tout benefits of GM Genuine Parts, ACDelco

As a professional in the parts industry, you've seen the benefits of using GM Genuine Parts and ACDelco products time and again, and you understand what a difference they make in vehicle performance.

Now, you can help your customers see the advantages of requesting GM's Original Equipment (OE) parts by sharing the "Certainty Starts Here" video series.

Six videos focusing on GM Genuine Parts and ACDelco categories — OE, Aftermarket, Maintenance, Repair, Collision and Powertrain — highlight why these official GM parts are the best choice on the market for GM vehicles. A seventh video introduces the entire series.

Each video runs about two minutes, during which a host presents a range of parts in a laboratory/warehouse setting. Animated 3D graphics help explain the quality of the parts, all of which are designed, engineered, tested and backed by GM.

For the third installment of our coverage on the series, *Insights* is reviewing content for the Collision and Powertrain videos. (You'll find a recap of the other videos in previous issues.)

VIDEO CONTENT REVIEWS



GM GENUINE PARTS AND ACDELCO

PRODUCTS are designed and engineered to OE specifications needed to get customers safely back on the road after a collision. Keep a GM vehicle a true GM with safe, proper and complete repairs using OE parts.

Did you know that GM considers collision repair solutions right from the start, when designing a new vehicle? Predetermined fix locations in the front and rear are included in the design so, if something does happen, repairs are easier and technicians don't need to disturb the engine or cabin. Preconstructed assemblies make the process smoother when replacing damaged components.

A pre-prepped GM OE front fascia also ensures that extra layers of paint required by collision repair don't interfere with vehicle safety-system sensors. That's foresight that only true professionals offer.

ALS



POWERTRAIN

DRIVING PERFORMANCE is as unique as the vehicle itself, so it's important to make sure powertrain parts are up to the task. Whether a customer is driving a spirited Corvette or workhorse Silverado, GM Genuine Parts offers replacement transmissions that are specifically calibrated for each model and engine combination.

Generic aftermarket transmissions don't offer that level of detail. In fact, the competition sometimes only offers a single version of a transmission, while GM Genuine Parts offers unique part numbers for every vehicle application, engine combination and model year.

So, when it comes to transmissions, engine assemblies and transfer cases, choose GM Genuine Parts for the same level of quality and attention to detail as those used in the original vehicle. ■

Spread the Word

The Certainty Starts Here
videos are a great way to highlight the benefits of GM Genuine Parts and ACDelco to your customers, so be sure to share them online. Post videos to your website and include them on your social media channels.

Qualified partners can access and download the videos through the ACDelco 1Store or YouTube.

HOW TO EMBED VIDEOS

IF USING YOUTUBE, FIND THE VIDEO YOU'D LIKE TO EMBED, THEN FOLLOW THESE STEPS:

- 1 Click "Share" under the video.
- 2 Click "Embed."
- 3 Copy the HTML code from the box that appears.
- 4 Paste the code into your blog or website HTML.

You can also post the videos directly to Facebook, Twitter or other social media accounts by copying the URL.

A REWARDING EXPERIENCE

REDEEM
MY GM
PARTNER PERKS
POINTS
TO CELEBRATE
A JOB WELL
DONE

Logan Payne understands that a little appreciation goes a long way. Payne, the owner/manager of Payne & Sons Paint & Body Shop in Dallas, was attending a training workshop recently when he decided to treat the trainers, whom he often works with, to a burger lunch using the rewards he earned through the my GM Partner Perks program.

And, it's not the first time Payne has generously shared the program rewards he's earned by purchasing GM Genuine Parts and ACDelco products for his shop.

He's used a prepaid Mastercard several times to send flowers to customers who are upset at the prospect of having to get a new vehicle when theirs is totaled. One time, he purchased a video game system for a body technician who commented that his

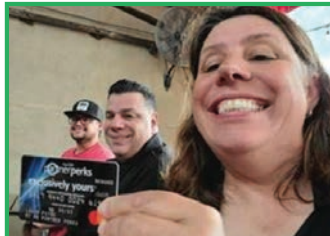
was broken.

"I like to use the rewards as a way to give something back to people," says Payne, who's been actively using his rewards for

about a year. "It's pretty effortless. They keep track of everything for you, including the points you accrue."

Like Payne, all participants in the my GM Partner Perks program have access to a host of benefits designed to increase their bottom line, including rewards and incentives.

Rewards are given based on a points system determined by purchases of GM Genuine Parts, ACDelco products, Chevrolet Performance Parts, and accessories for Buick, Cadillac, Chevrolet and GMC. Depending on your participation level in the program — Perks, Perks+, etc. — participants earn a percentage of the purchase back in points.



Logan Payne (far left) treats trainers to a meal using his my GM Partner Perks rewards.

HOW TO REDEEM POINTS

Points can be redeemed in several ways:



- To request reimbursement for business expenses
- To use toward the purchase of a new GM vehicle
- To redeem for merchandise in a catalog with thousands of items, including electronics, sporting goods, travel, gift cards and more
- To transfer the balance to a GM Partner Perks exclusively yours prepaid Mastercard®* to spend with 150 merchants, including stores, restaurants and travel companies

DID YOU KNOW?

1 point = **\$1** in redemption power

regardless of enrollment level

MY GM PARTNER PERKS REWARDS DETAILS

BENEFIT PACKAGE			PERKS	PRO PERKS++
PROGRAM PILLARS				GM Collision Repair Network Only
REWARDS & INCENTIVES 	Annual Fee		\$100	\$0
	Average Monthly Purchases Required During Program Period		\$0	\$9,167
	Rewards 	<\$3K	1%	1%
		\$3K-\$4K	1%	2%
		\$4K-\$5K	1%	3%
		>\$5K	1%	4%
		Collision	1%	2.5%
	Powertrain/Propulsion		30 Points/Assembly 15 Points/Transfer Case	30 Points/Assembly 15 Points/Transfer Case
	Growth Bonus*		Y	Y
	Trade Offers		Y	Y
	Access to Consumer Offers		N	Y

*20% additional rewards for 10% year-over-year growth in purchasing.

(See the chart above for the points formulas.)

REDEMPTION IS EASY

To redeem points, go to the **mygmpartnerperks.com** home page and find the “My Wallet” section at the top. From there, click on the shopping cart icon to get to the catalog where you can select the items you want. Or, click the links for the other rewards benefits and follow the instructions.

Points are automatically deposited at the beginning of each month and can be redeemed at any time.

Remember, my GM Partner Perks members also qualify for a streamlined trade rebate program, so qualified purchases will automatically be tracked online on a quarterly basis — with no need to mail in paper copies. Participants only need to go to the program dashboard and acknowledge the purchases. The rebates are then sent in the form of a prepaid card. ■



For more information on the program, go to **mygmpartnerperks.com**.

MAKE THE MOST OF YOUR POINTS

Here are a few tips to make it easy to enjoy your rewards:

- **Make sure you're enrolled** in the right program level to gain the best percentage of rewards based on the types of parts you'll purchase and the amount you'll spend.
- **Participants receive** a monthly email with a current points balance as well as a highlighted promotion designed to benefit the business; be sure to review this to take advantage of the offer and your earnings.
- **Keep in mind** that the rewards catalog is continually updated; check in often to see the new offerings.
- **You can create** a rewards wish list on the website and save points for larger items; you'll receive a notification when you reach your goal.
- **You've earned these** rewards by reaching your purchase targets, so use your points to reward yourself or those you appreciate in your life.

*Card is issued by MetaBank®, N.A., Member FDIC, pursuant to license by Mastercard International Incorporated. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. No cash access or recurring payments. Can be used at select merchants where Debit Mastercard is accepted, see website below. Card valid for up to 24 months; unused funds will forfeit after the valid thru date. Card terms and conditions apply, see www.myprepaidcenter.com/page/eycard-mastercard



COME TOGETHER

IT'S NICE TO BE PART OF A TEAM – particularly if that team is recognized as highly skilled professionals who are backed by valuable resources and dedicated management.

That's the message the Collision Repair Network (CRN) is trying to impart to independent body shops with its redesigned home page that includes a new promotional video.

Participants in the network benefit from a number of GM-supported initiatives. The company works with these facilities to meet metric-based standards that will set them

apart from the competition, measuring areas such as scanning, calibration and overall repair procedures.

WITH MEMBERSHIP IN CRN, FACILITIES ALSO:

- Are included in the Collision Shop Locator on gmenuineparts.com and acdelco.com
- Receive marketing materials that will help them promote their business
- Earn a variety of rewards based on their overall performance



Collision Repair Network unites independent shops with GM-backed initiatives

The promotional video notes that CRN is GM's recognized standard of promoting safe, proper repairs of GM vehicles, as well as providing a positive experience

for customers. It also emphasizes that company's flexibility in adapting to technology, which makes it a great partner for its CRN colleagues. ■



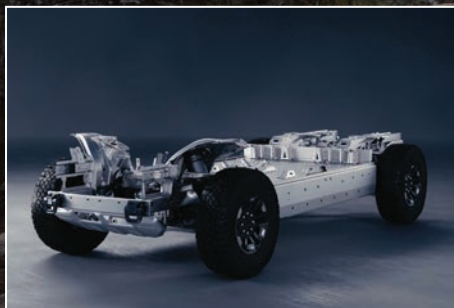
Scan the QR code to learn more about the Collision Repair Network, including how to enroll in the program.

PLUGGED

New **GMC HUMMER EV** will electrify customers this fall

As the world's first all-electric supertruck, the revolutionary new 2022 HUMMER EV Pickup is certain to amp up excitement among consumers, off-roaders and gearheads alike. This brawny, yet remarkably efficient, GMC charges into dealerships this fall.¹

Complementing the GMC HUMMER EV Pickup, the GMC HUMMER EV SUV is scheduled to arrive in early 2023.



WHERE POWER AND EFFICIENCY EMBRACE

Packing an expected eye-popping, GM-estimated up to 1,000 hp and 11,500 lb.-ft. of torque (Edition 1), the HUMMER EV Pickup employs GM's new Ultium battery technology along with three electric-drive motors. They combine to deliver amazing muscle and a blazing 0-60 mph time of approximately three seconds (GM-estimated: Edition 1), thanks to the driver-selectable Watts to Freedom launch mode.²



ALL CLEAR

Combining a track width of 73 inches with a standard ground clearance height of 10.1 inches (11.9 inches in Terrain Mode³ and up to 15.9 inches with available Extract Mode⁴), and featuring specially designed 35-inch Goodyear® Wrangler Territory tires, the GMC HUMMER EV Pickup is engineered to overcome tough, off-pavement obstacles while providing the optimal balance of on- and off-road performance.

¹ Edition 1 only.

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

³ Requires Air Ride Adaptive Suspension; standard on Edition 1, EV^{2X} and EV^{3X} Pickup.

⁴ Late availability. 2022 model year Edition 1 will require a no-charge software update. Software update available to all vehicles equipped with Air Ride Adaptive Suspension. Limited to low speeds. Read the vehicle Owner's Manual for important feature limitations and information.

IN



CHARGING

The HUMMER EV Pickup is the first fully electric vehicle in GMC's portfolio and boasts an 800-volt, up-to-350kW DC fast-charging capability that can provide up to a GM-estimated 100 miles in 10 minutes (Edition 1).⁵



4-WHEEL STEER

Offering nimble maneuverability, the GMC HUMMER EV Pickup's available 4-Wheel Steer system comes with three selectable settings, including available Crab Walk, which turns the rear wheels at the same angle as those in front (up to 10 degrees) at low speeds.⁶ This allows for diagonal movement of the vehicle and an even greater range of maneuverability in tight off-road conditions.

Continued on next page >

⁵ GM estimate. Actual charge times will vary based on battery condition, output of charger, vehicle settings and outside temperature. Requires use of public 800-volt DC fast chargers.

⁶ Limited to low speeds. Read the vehicle Owner's Manual for important feature limitations and information.



ULTRAVISION

The GMC HUMMER EV Pickup's cleanly styled cabin comes outfitted with engaging user-experience technologies, providing a unique combination of innovation and convenience. Available UltraVision, for example, offers up to 18 camera views on the HUMMER EV Pickup,⁷ including standard HD Surround Vision. It also utilizes waterproof underbody forward- and rear-facing cameras for real-time views of the terrain to help drivers see the best line along the trail.



HIGH-DEF SCREENS

To keep GMC HUMMER EV Pickup pilots in the know, this intelligent high-tech GMC sports a high-definition 12.3-inch diagonal color Driver Information Center as well as a center-mounted 13.4-inch diagonal color touchscreen that keeps customizable data, settings and controls within the driver's convenient reach and optimal line of sight.

⁷ Some camera views require available accessory camera and installation. Not compatible with all trailers. See your dealer for details. Underbody cameras are standard on Pickup Edition, 1, available on EV^{EX} and EV^{FX}. 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.

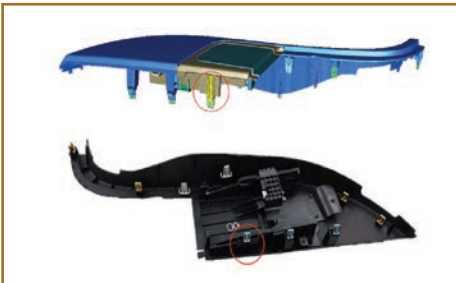


Raise THE Roof

Addressing a broken trim panel could get Camaro Convertible top working again

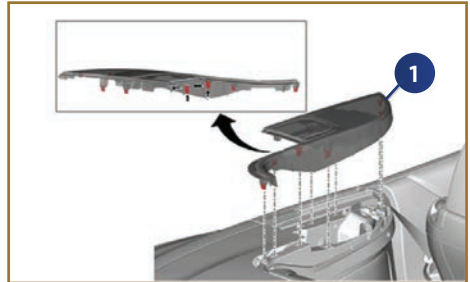
Some customers with a 2016–2021 Camaro Convertible may comment on a noise or malfunction located on their vehicle's quarter upper trim panel. Upon inspection, you may find that the trim panel is broken.

Continued use, or increased interference, could eventually render the convertible top inoperative. To remedy the concern, the replacement trim panel has been improved to include a third retaining clip, **as shown in the graphic below.**

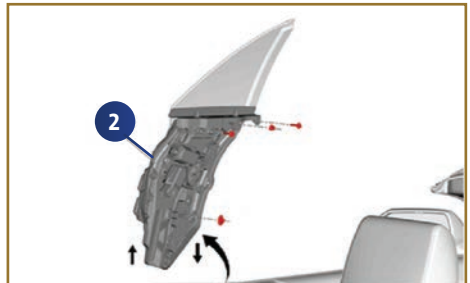


After verifying the condition, replace the affected panel and possibly the quarter window regulator on the same side.

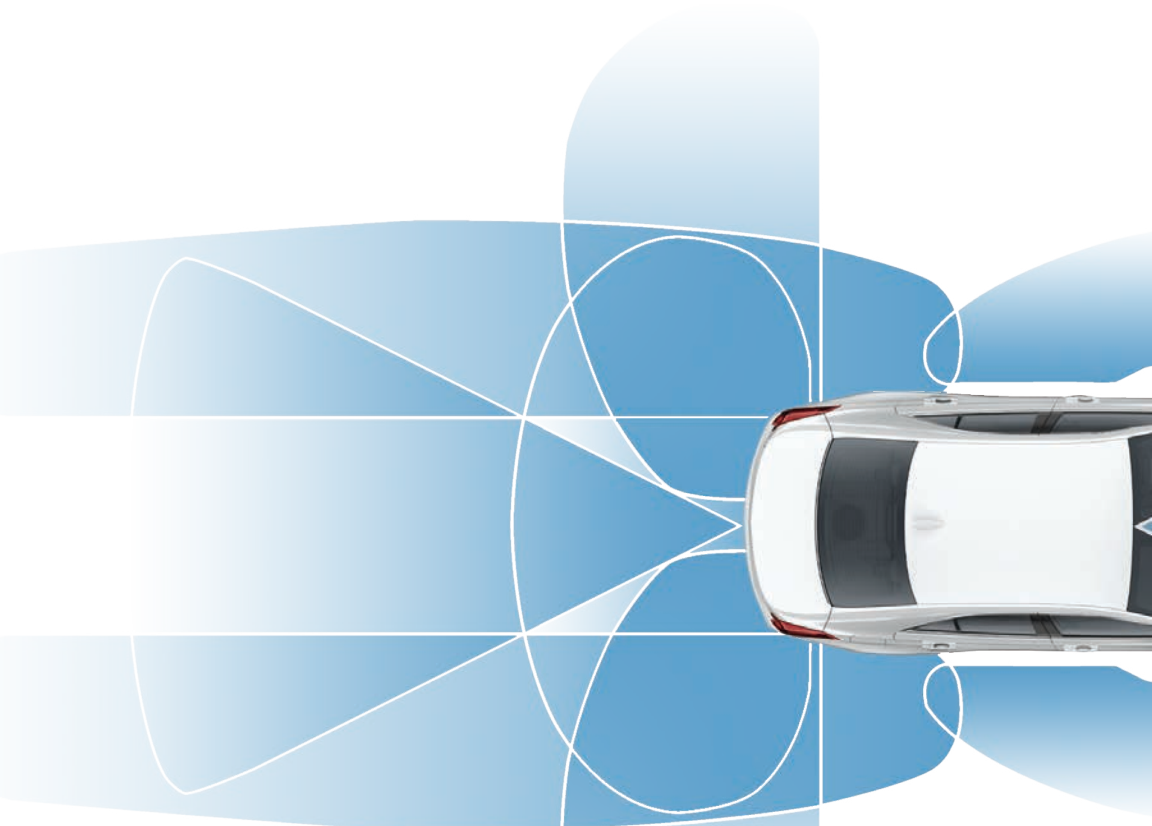
For vehicles built on or after February 14, 2017, simply replace the quarter upper trim panel (1). See Quarter Upper Trim Panel Replacement in Service Information (SI).



For vehicles built prior to February 14, 2017, it will also be necessary to replace the window regulator (2) in addition to the trim panel to accommodate the third-clip design. Refer to Quarter Window Regulator Replacement in SI. ■



IMPORTANT: Under no circumstances should the third clip be removed from the quarter upper trim panel.



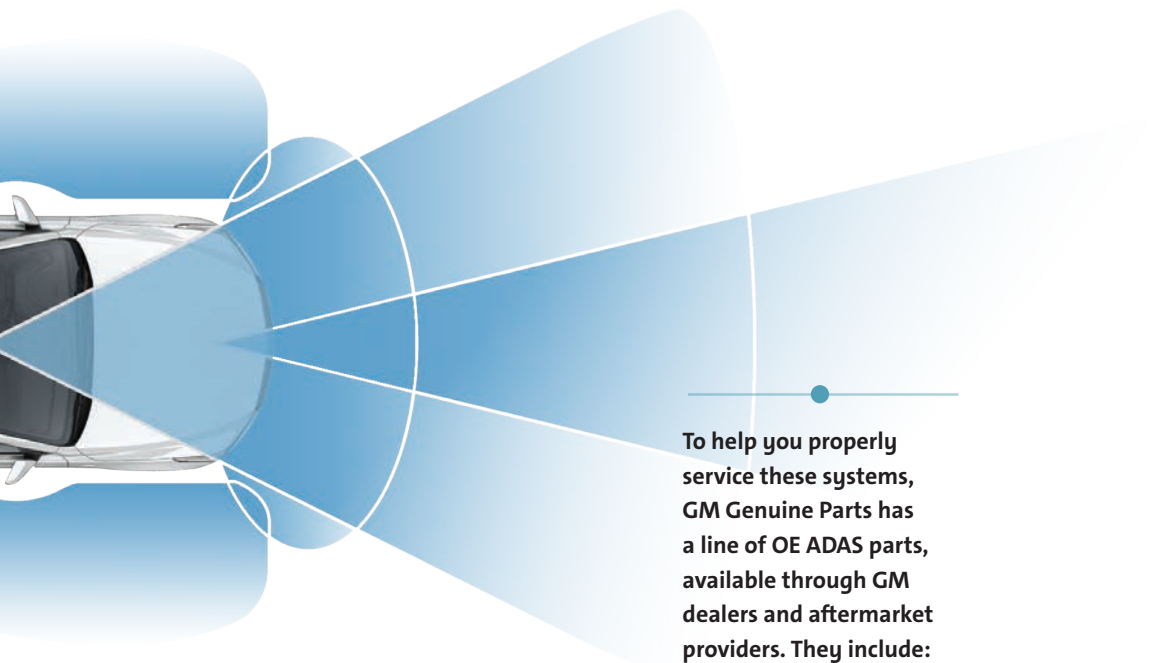
THEY'RE THERE TO ASSIST

Custom-tailored for each vehicle, GM ADAS parts deliver the same fit, form and function as the factory originals

With advanced driver assistance systems (ADAS) becoming increasingly common on today's vehicles, your facility should get to know more about these high-tech safety features.¹

From Forward Collision Alert and Adaptive Cruise Control to Rear Cross Traffic Alert, these sophisticated technologies employ various cameras, sensors and modules, including radar, to help alert drivers of potential dangers while on the go.

¹ 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.



Of course, like all GM OE products, ADAS parts are fully designed, tested and backed by General Motors and provide the same fit, form and function as those used on production vehicles. What's more, they're developed as a system to work together cohesively and to seamlessly communicate with each other.



GM OE ADAS FRONT CAMERA MODULES

GM OE ADAS Front Camera Modules, for example, are custom-tailored for each vehicle via platform-specific calibrations, which, among other benefits, enable

To help you properly service these systems, GM Genuine Parts has a line of OE ADAS parts, available through GM dealers and aftermarket providers. They include:

- **FRONT VIEW CAMERAS**
- **SIDE OBJECT DETECTION MODULES**
- **PARK ASSIST SENSORS**
- **SENSING AND ALERT MODULES**

engineers to better calibrate them based on specific engineering targets.

“If a vehicle is equipped with Automatic Emergency Braking, we program the camera to activate braking, and the camera can also command steering to support Lane Keep Assist, if equipped, to help the driver avoid or mitigate a collision,” says Darren Khan, GM camera technical specialist.

“The cameras are also tuned to the GM electrical environment, which includes specific communication and cybersecurity components.”

Continued on next page >

“

OUR SENSORS ARE TUNED AND VALIDATED ALONGSIDE THE OE PARTS THAT ARE LOCATED DIRECTLY IN FRONT OF THEM, SUCH AS THE VEHICLE'S GRILLE, BUMPER FASCIA AND EMBLEM.

”



RADAR SENSORS

As with the cameras, GM OE radar sensors are engineered to operate with GM electrical architecture and are calibrated specifically for each vehicle platform.

They're also designed with unique antennae patterns to help reduce internal reflections and enhance performance.

Taking development a step further, GM engineers — such as Jeff Clark, a radar technical specialist — even examine how nearby parts may affect a radar system's performance.

“Our sensors are tuned and validated alongside the OE parts that are located directly in front of them, such as the vehicle's grille, bumper fascia and emblem,” Clark says. “All of them must comply with GM specs to ensure that the radar functions properly. The various surfaces of the

vehicle must comport with GM engineering criteria as well.”

Even a vehicle's paint — its type and thickness, for example

— is carefully specified so that the radar can successfully penetrate it and operate correctly.

Matching these precise specifications is why it's important for collision shops to use GM Genuine Collision Parts when replacing a

grille, bumper fascia or other body part on an ADAS-equipped vehicle. (See sidebar for GM's official position on the use of aftermarket body parts.)

Also, keep in mind that after servicing an ADAS component or a related body part, such as a bumper or grille, service centers should recalibrate the ADAS with the latest software and properly align the camera(s) and radar sensors to ensure proper functionality.





EXTENSIVE TESTING

In addition to the above, GM ADAS parts also undergo a comprehensive product validation procedure. Every part, for example, must adhere to GM's GMW3172 environmental durability standards to help ensure a quality product and reliable, long-term performance. This requires extensive analysis on how heat, vibration, salt spray, water exposure, chemical exposure, thermal shock and other environmental factors can affect each component.

GM OE cameras, for instance, are scrutinized under extreme temperatures, ranging from -40 C to 105 C, to make sure they're capable of functioning properly in all types of environments.

"This helps ensure that the parts deliver robust quality and reliable performance — even in punishing conditions — for the life of the vehicle," Khan says.



WARRANTY

Not surprisingly, because of the confidence GM has in the quality and performance of its new ADAS product line, GM Genuine Parts proudly backs these parts with a 24-month, unlimited-mile Limited Warranty.²

The Importance of Using GM Genuine Collision Parts

In an official position statement by General Motors regarding the repair of GM vehicles equipped with an ADAS, the company says: "GM does not approve the use of aftermarket, reconditioned, or salvage bumpers and fascias on vehicles equipped with ADAS ... Only GM Genuine ADAS bumpers, fascias and components are tested and validated as a safety system. Repairing a vehicle using GM Genuine Parts and following GM repair procedures helps ensure that a vehicle is returned to its pre-collision condition."

From GM's proven design and testing to custom-tailored parts, and a GM-backed warranty, GM Genuine ADAS parts give both you and your customers the OE advantage. ■

² Contact seller for limited warranty part details, qualifications, and possible labor coverage.



ALL SYSTEMS GO

New training focuses on Advanced Driver Assistance and Tire Pressure Monitoring systems

Two courses are now available to provide the latest information on Advanced Driver Assistance Systems and Tire Pressure Monitoring Systems. Both classes are offered as in-person seminars (SM) or virtual seminars (VS).



HERE'S A LOOK AT WHAT YOU'LL LEARN WITH EACH COURSE:

Advanced Driver Assistance Systems (SEL0401SM/VS)

Find the most up-to-date information available on many Advanced Driver Assistance Systems, including Forward Collision Warning, Automatic Emergency Braking, Lane Keep Assist, Lane Departure Warning, Adaptive Cruise Control, Park Assist and others.* Coursework covers the operation, diagnosis and servicing of the systems and their components, as well as similar systems offered by other Original Equipment Manufacturers (OEMs).

Tire Pressure Monitoring Systems (SSS0201SM/VS)

Learn more about the Tire Pressure Monitoring Systems (TPMS) installed on various vehicles, with an overview of direct and indirect systems as well as a review of federal regulation and repair compliance requirements. Coursework covers the operation, diagnosis and servicing of the systems and their components, as well as similar systems offered by other OEMs.



See the 2021 ACDelco Training Course Catalog at acdelcotraining.com for a complete look at available courses.

Plus, you'll receive additional details on topics such as winter/accessory wheel fitment and TPMS tools as well as parts and informational resources. ■

*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.

FALL PRO PACK OFFERS

for Professionals on the full line of GM Genuine Parts and ACDelco Brake Pads, Shoes, Rotors, and Drums, plus other select parts.



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

\$4

On the purchase of any GM Genuine Parts GM OE Axle, Prop Shaft, or Differential

On the purchase of any GM Genuine Parts GM OE (ACDelco GM OE) Shock or Strut

On the purchase of a set of GM Genuine Parts GM OE (ACDelco GM OE) Brake Pads or Shoes

On the purchase of any GM Genuine Parts GM OE (ACDelco GM OE) Brake Rotor or Drum

\$2

On the purchase of a set of ACDelco Gold (Professional) Brake Pads or Shoes

On the purchase of a set of ACDelco Silver (Advantage) Brake Pads or Shoes

On the purchase of any ACDelco Gold (Professional) Brake Rotor or Drum

On the purchase of any ACDelco Silver (Advantage) Brake Rotor or Drum

\$1

On the purchase of any GM Genuine Parts GM OE or ACDelco Gold (Professional) Bearing or Hub Assembly

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 gmgenueparts.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 15 rebates per part category 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. My GM Partner Perks members that have accepted the terms and conditions receive streamlined, automatic rebate redemptions. Visit your my GM Partner Perks dashboard or see gmpartsrebates.com for complete details, eligible parts, and rebate form, which must be postmarked or submitted online by 1/15/22. Offers end 12/31/21.



