

REPAIR

IN SIGHTS

SPRING 2024

*Collision Repair News
From Your Parts Supplier*



2024 GMC
ACADIA DENALI

THE ALL NEW 2024 GMC ACADIA

Parts on
the Move

Putting It
in Drive

You Speak;
We Listen

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Repair Insights magazine is published quarterly by General Motors. Address all correspondence to *Insights* Magazine Editorial Offices, 3001 West Big Beaver Rd., Suite 608, Troy, MI 48084.

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The Privileges of Partnership

Valuable benefits, now including quarterly trade rebates, come with being a my GM Partner Perks member

Running a successful business can be a complicated, and sometimes costly, undertaking. That's why it's essential to make the most of every advantage you can find to help things run smoothly and efficiently.

This is exactly what the my GM Partner Perks loyalty program does with features such as

assistance with national marketing initiatives, resources to help train your staff, business tools that help drive profitability & productivity, and discounts that help improve your bottom line.

Now, quarterly trade rebates on the purchase of GM Genuine Parts and ACDelco products will be offered exclusively to program participants. It's just one more way my GM Partner Perks is looking out for its members.

Rebate Update

Trade rebates were moved under the my GM Partner Perks umbrella this year as a way to highlight how much the loyalty program can make a difference in shop business. You can take advantage of the



Rewards and Incentives



National Marketing Support



Driving Profitability



Training Resources



rebates as long as you are a member of the program at any level.

Kent Burnett of CCA Parts Marketing says that later this year, trade rebates will be awarded via my GM Partner Perks points instead of Visa Prepaid gift cards that were mailed to shops in the past. The points will be displayed on a shop's program portal, accessible via mygmpartnerperks.com.

"The my GM Partner Perks members earn points separate of the trade rebates, so we are going to piggyback on that system so they can leverage all of their points as they see fit," Burnett says. "This method is a little more flexible, and a little bit easier for them than the previous method. They can redeem program points on various items, from gift cards to retail shopping to business expenses – a whole range of options."

The entire rebate process is very streamlined and, once enrolled, program participants just have to verify their purchases each quarter to receive their points.

Burnett says that he and his team also are making a conscious effort to drive rebate values up and would like to offer more than \$1 per part, on just about any type of part, whenever possible. ■

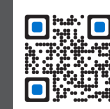
Earning an Advantage

Enrolling in my GM Partner Perks is a smart business decision, providing your shop with the resources you need most.

The program rewards shops for purchasing quality GM Genuine Parts and ACDelco products and is based on four pillars: Rewards & Incentives, Marketing Support, Repair Resources, and Profitability & Productivity.

Enrolling in the program allows members to take advantage of many benefits and discounts, from website and social media assistance to diagnostic tools and training courses.

To find out more about how my GM Partner Perks can support your shop, scan the QR Code to visit mygmpartnerperks.com or call the Program Support Center at 800-253-3428.



THE POWER FROM WITHIN

GM GENUINE PARTS POWERTRAINS PROVE TO BE THE REAL THING

Durability. Capability. Consistency. Reliability. These are all hallmarks of the GM Genuine Parts powertrain lineup. “Our GM Genuine Parts stand as the gold standard in helping ensure peak performance and longevity for your vehicles,” says Rafael Cortes, Manager, GM Propulsion Portfolio (EV & ICE) for Global Product Management. “Each component undergoes rigorous testing to meet manufacturer specifications, and is designed to seamlessly integrate with your [GM] vehicle’s systems.”

GM Genuine Parts powertrains feature a 3-year/100,000-mile transferrable limited warranty¹ that covers most labor, fluids and towing. The products come in both new and remanufactured versions and feature the original equipment specifications. Many other major aftermarket companies use remanufactured parts from unknown sources and create their powertrain systems through reverse engineering, not backed by GM. GM Genuine Parts powertrains are also the only option that can offer the latest GM software programming.

“Our GM Genuine Parts stand as the **gold standard** ...”

—Rafael Cortes
Manager, GM Propulsion Portfolio (EV & ICE) for Global Product Management

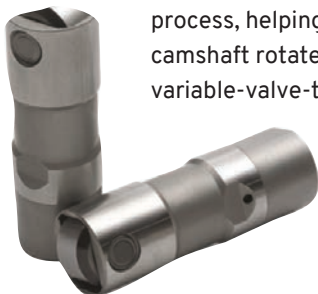


The Sum of Its Parts

The strength of GM Genuine Parts powertrains comes from their individual components – how they’re designed, how they are produced and how they work in conjunction with other parts of the vehicle. GM Genuine Parts crankshafts, for example, feature all new castings/ forgings and are precision-ground to GM specifications and tolerances. Pulleys and harmonic balancer tolerances are matched

to key engine-management sensors in GM vehicles to help promote harmonious operation. And motor mounts come ready to install with no modifications needed.

GM Genuine Parts valve lifters in both flat-tappet and roller iterations promote even wear and reduced internal engine friction. Camshaft phasers work in the same collaborative process, helping to ensure that the camshaft rotates in time with other variable-valve-timing (VVT) components to provide optimal engine performance. They work in particular with the



VVT solenoid to optimize drive quality and fuel economy, and camshaft magnets are in place to help see that the phasers are properly positioned.

Speaking of solenoids, these GM Genuine Parts are manufactured to fit most GM vehicles on the road today. They help regulate oil flow to the cam phasers, which impacts the timing of the camshafts. These solenoids are rigorously evaluated to hold up under the extreme conditions a typical engine undergoes.

“I think the question you have to ask yourself before taking on any kind of engine work is, ‘Can you afford risking a high-labor job with non-OE parts?’” Cortes asks. “Each of the GM Genuine Parts is purpose-built for fit and durability. Your technicians won’t have to spend extra time making them fit. And, as the saying goes, time is money.” ■

1. Whichever comes first. Effective on parts purchased April 1, 2018, and later to the original retail purchaser. Contact seller for limited warranty part details, qualifications, and possible labor coverage.



Visit gmparts.com to learn more about the advantages of GM Genuine Parts.

TRANSMISSION COMPARISON

See how the GM Genuine Parts transmissions stand up against one of the main competitors.

GM TRANSMISSIONS

COMPETITOR'S TRANSMISSIONS



WARRANTY



36 months/100,000 miles ¹	Coverage Period	36 months/100,000 miles ²
Shops' posted labor rate	Labor Rates	Set by competitor ³
Refunded upon completion of work	Warranty Credits	Held against future installs ⁴
Covered	Fluids	NOT covered
Covered up to \$150	Towing	NOT covered

Core credits paid on core return



CORE RETURNS

Core credits held by competitor against future installs⁵

1. Whichever comes first. Effective on parts purchased April 1, 2018, and later to the original retail purchaser. Contact seller for limited warranty part details, qualifications and possible labor coverage. 2. Some commercial-use exclusions. 3. Customer pays the difference if the shop's labor rate is higher than competitor allows. 4. Installer credits not used within 1 year against future purchase will be considered void. 5. Check online for full core credit details. The competitor information listed above is as of 4/26/2023.

Fully STOCKED AND READY TO GO

Proactive strategies help ensure you get the parts you need

Timing is everything. And when you need the right quality parts for your customers, you need them now.

That's why the team responsible for the inventory and distribution of GM

Genuine Parts and ACDelco products has put a lot of thought and planning into how to help ensure parts availability down the value chain. "GM is looking ahead and making strategic moves to not only tackle issues, but better position our inventory for dealers and distributors, and thus to their customers as well," says Alexander Heavin, Network Intelligence and Design Manager for GM's Customer Care and Aftersales (CCA).

Considering all the factors that have affected parts availability in the last several years, CCA is putting proactive solutions in place to improve accessibility, meet customer demand and limit disruptions for shops – ultimately contributing to a prosperous business. Here's a look at the key factors in making that happen right now.

Sales & Operations Planning/Sales Engagement

Events that are unforeseen, and even those that are expected, have the potential to result in parts shortages or extended waiting times. But CCA's inventory management team is looking to the future and taking a new approach in working with suppliers.

"It's a huge balancing act in how we're processing our business," Heavin says. "We've learned to prepare and plan more in advance – so in challenging times, instead of asking suppliers to stop producing parts, we want to keep them going. It allows us to backfill faster as the challenge subsides, which speeds up our recovery."

CCA's inventory team uses leading-edge, specialized software to take data from the warehouses and develop an overall view of what's needed for strategic planning.



Moving Forward

This engineering rendering depicts what the future state of an Automated Storage and Retrieval System would look like.

It helps CCA stay informed on what parts and quantities will be available so sales and operations will have the capacity to cover promotions.

Another way CCA is actively driving better parts availability is uninterrupted supplier schedules. It works closely with those with chronic late shipping or lagging availability issues. "We're putting a focus on suppliers with the most past dues on the highest-volume, fastest-moving parts, because those are the ones having an impact on the biggest portion of our customers," Heavin says. "We're seeing that our past dues have dropped significantly, so that means our suppliers are being more current on their shipments and we're getting the parts when we need them."

Automation

Technology always makes an impact on the parts distribution process, now more than ever at parts processing centers for GM Genuine Parts and ACDelco. Automated processes, in particular, are positively affecting safety and efficiency by modernizing the way warehouses are operated and supporting the well-being of employees.

For example, an AutoStore in Memphis, Tenn., uses an Automated Storage and Retrieval System (ASRS) to ship more than 750,000 parts per day. Robotic technology allows the center to store more parts vertically while reducing the amount of lifting employees need to do as well as the time it takes to manually pick a part from shelving units.

Additionally, an automated mini-load system has a 160,000-tote/storage-position capacity for rapid shipment to other distribution centers. It brings sorted parts right to employees and reduces walking and repetitive motions that could lead to ergonomic issues. And, a conveyance, sortation and palletization system assists in moving parts to various stationary workstations to reduce lifting and other physical stresses on employees.

Innovations such as these will be implemented across facilities in the near future, further enhancing the parts availability of GM Genuine Parts and ACDelco parts. "There are absolutely advantages from a space perspective, but also from one of productivity," he says. "Now I just have one person punching in the code part number; the item shows up, they package it and it's sent out. That helps us be more efficient and lessens our lead time, which means we get parts faster to where they need to be – our dealers/distributors and, ultimately, the customers who use them." ■

The mid-size SUV market now is a

showcase for state-of-the-art technology; sleek, crisp lines; and supreme capabilities that really make its vehicles stand out.

And nowhere is this more evident than with the All New 2024 GMC Acadia, built to be more spacious, responsive and bolder in nature. With three dynamic and distinct trim levels, a confident new appearance and a more robust, highly inclusive interior, GMC Acadia is ready for the road ahead – even if that is a path a bit off the main drag.

With the sense of adventure established, let's buckle up and take the new Acadia for a drive.



ROLLING OUT

The All New 2024 GMC Acadia is on the move, with an impressive presence and formidable skills



First Impression

One thing that stands out at first look is that the 2024 Acadia is bigger than the previous model. Boasting a from-the-ground-up redesign, the All New Acadia is 10.6 inches longer, 4.2 inches wider and 3.2 inches taller. A new truck-like fascia, sleek black applique at the rear of the vehicle and new C-shaped LED headlamps across the lineup help enhance the stronger presence.

The Acadia's individual trim levels add their own exterior touches, including LED fog lamps; 20-inch aluminum wheels and standard roof rails on the Elevation trim; Galvano silver accents; animated walk-up and departure lights; available 22-inch wheels; and distinctive mesh grille on the Denali.

Inside Story

To address the growing needs of SUV owners, the 2024 Acadia has increased its interior space. This new model boasts three generous rows of seating that accommodate seven passengers. In addition, it's expanded the maximum cargo room by nearly 24 percent over the previous Acadia,¹ with a larger storage area under the floor behind the third-row seats, and a one-touch folding rear seat (standard on Denali). Up front, no other vehicle in its class has more legroom.² Add to this heated front seats, a heated steering wheel, a column-mounted Electronic Precision Shifter, and an available panoramic sunroof, and the sense of spaciousness and comfort becomes clearer.

Continued on next page >



1. Compared to 2023 Acadia, behind the first row with rear seats folded flat. Cargo and load capacity limited by weight and distribution. 2. Based on current competitive information.

Technology Abounds

Acadia's dedication to the latest in technology is in full view when sitting inside the vehicle, where a 15-inch diagonal premium GMC infotainment system³ that is customizable and features Google built-in⁴ software with voice activation flanks an 11-inch diagonal Driver Information Center. Owners also can benefit from an



available 8-inch diagonal Head-Up Display, with which they configure the positioning of the data on the windshield.

Speaking of display, Acadia owners can access up to nine available camera views,⁵ including standard High-Definition Surround Vision, which provides a digital overhead image of

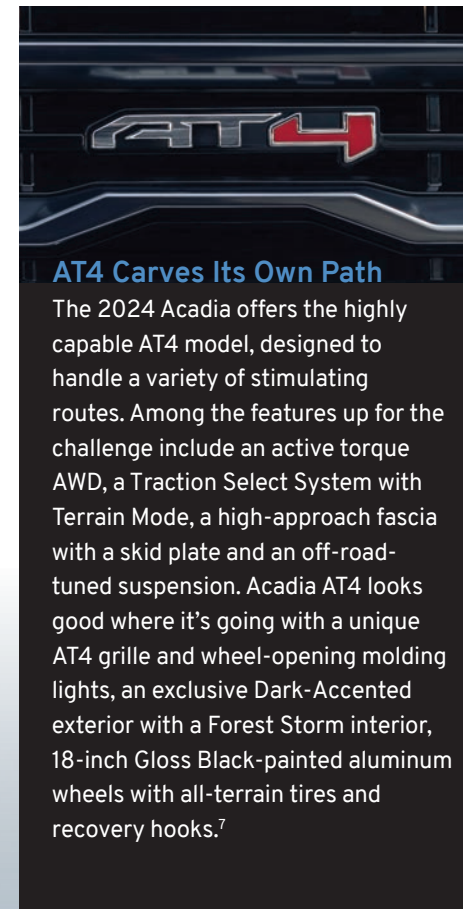
the area surrounding your vehicle, and a Rear Camera Mirror (only available on AT4 and Denali) offering exceptional clarity and visibility. Other notable technological advances include available Super Cruise⁶ hands-free driving technology and the all-new available AutoSense Power

Liftgate, which opens when the key fob is within 3 feet of the rear of the vehicle.

For Your Protection

Driver confidence and security come to the fore in a big way with the 2024 Acadia, with an impressive list of standard safety features⁵ that includes:

- Blind Zone Steering Assist
- Front Pedestrian and Bicyclist Braking
- Rear Cross Traffic Braking
- Intersection Automatic Emergency Braking
- Rear Pedestrian Alert
- Reverse Automatic Braking
- Traffic Sign Recognition ■



AT4 Carves Its Own Path

The 2024 Acadia offers the highly capable AT4 model, designed to handle a variety of stimulating routes. Among the features up for the challenge include an active torque AWD, a Traction Select System with Terrain Mode, a high-approach fascia with a skid plate and an off-road-tuned suspension. Acadia AT4 looks good where it's going with a unique AT4 grille and wheel-opening molding lights, an exclusive Dark-Accented exterior with a Forest Storm interior, 18-inch Gloss Black-painted aluminum wheels with all-terrain tires and recovery hooks.⁷



JUST THE FACTS

Every 2024 Acadia model is powered by a 2.5 inline 4-cylinder engine – linked to an 8-speed automatic transmission – that produces 328 horsepower and 326 lb-ft of torque; both are increases over the previous Acadia incarnation.

3. Functionality varies by model. Full functionality requires compatible Bluetooth® and smartphone, and USB connectivity for some devices. 4. Google built-in services are subject to limitations and availability may vary by vehicle, infotainment system and location. Select service plan required. Certain Google actions and functionality may require account linking. User terms and privacy statements apply. Google, Android Auto, Google Play and Google Maps are trademarks of Google LLC. 5. Safety or driver-assistance features are no substitute for the driver's responsibility to operate the vehicle in a safe manner. Read the vehicle Owner's Manual for important feature limitations and information.

6. Lane Change on Demand and Automatic Lane Change not available while trailering. Always pay attention while driving and when using Super Cruise. Do not use a handheld device. Requires active Super Cruise plan or trial. Terms apply. Visit gmc.com/connectivity-technology/super-cruise for compatible roads and full details. 7. To avoid the risk of injury, never use recovery hooks to tow a vehicle. For more information, see the recovery hooks section of your Owner's Manual.

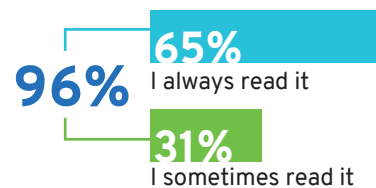
Having Your Say

Survey respondents offer feedback, direction for *Insights*

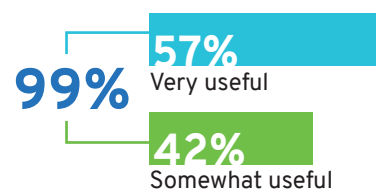
For a publication such as *Insights* magazine to have real value, you have to meet readers' expectations in terms of presentation and content. And to understand what those expectations are, you sometimes have to go right to the people.

That is what we did in the Winter 2024 issues with a survey, both in electronic and print form, that asked some basic questions about the magazine and what you thought about it. In general, we were looking to learn:

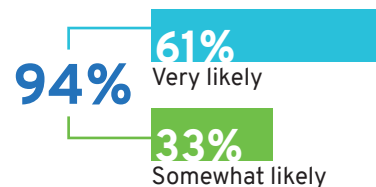
How often *Insights* is read:



The usefulness of the publication:



The likelihood a reader might recommend it to another in their position:



Verbatims

What types of topics you'd like to see covered in the magazines:

From the results that were received, nearly all the respondents noted they read the publication and find it useful on some level. The overwhelming majority are likely to recommend it to others in their position, and most (71 percent) thought the publication was better than other parts-supplier communications, citing that *Insights* provided current, detailed information and updates in a timely manner.

Survey respondents also took time to present ideas for improvement, asking for more technical information/tips (such as repair procedures), particularly for older models. They also suggested areas that might be explored in future articles: One of those, regarding parts distribution, is featured on pages 6-7 of this magazine.

Thank you for your welcome feedback, as we continue to highlight the subjects that best speak to your needs. ■

"A page with updates on *available classic parts*."

"*More information* on metal types and locations [on the vehicle]."

"We don't see autos till they are 3 years old, so *more articles concerning them*."

"*Helpful information* for servicing GM vehicles."

METAL IN MIND

Service manual recommendations help keep a structure in place

Much like a strongly principled person, the metals that you work with on a regular basis rely on their integrity to maintain a reputation for excellence. “Although this is nothing new, it bears emphasizing that it is essential for

a technician to understand the metal tensile strength prior to performing any repairs on a damaged vehicle,” says Mark Szlachta, Service Lead – Body Structure.

Technicians have a convenient and focused resource at their hand to help ensure they maintain the structural integrity of the metals. The electronic service manuals for each GM model are housed in

Service Information at adclcotds.com, and they provide a path personnel can follow to determine exactly what procedures they can perform without directly affecting the parts at hand.

“By following the guidelines that are presented, you can help promote a safe and proper repair by **maintaining the integrity of the body structure.**”

– Mark Szlachta
Service Lead – Body Structure

The path to this information is straightforward: To get to a specific model you’re repairing, type in the VIN or year, make and model. Click on the link to Service Manual/Bulletins, then click Body Repair, Collision

Repair, and then Visual Identification and Structure Identification. The page will then list the type of repair procedure that may be performed on the vehicle, along with the type of material involved in each procedure.

While you can click on an associated link with each procedure for a step-by-step outline of the repair process, you may also access a link in the material column that outlines the tensile strength of the steel, the common names

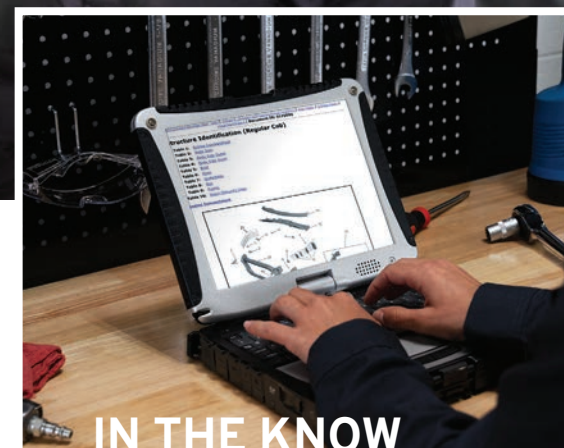
it’s known by and GM repair recommendations to consider when undergoing the work.

In some cases, heat might be applied to mild steel parts that have been

deemed repairable, as long as it doesn’t exceed 650° C (1200° F). The page will also offer conditions for when partial or sectioning replacement is acceptable.

These guidelines become more important as the tensile strength increases. In some instances, total replacement is recommended over repair. Also, certain types of welding and use of heat are discouraged.

“By following the guidelines that are presented, you can help promote a safe and proper repair by maintaining the integrity of the body structure established by the crash and safety engineers,” Szlachta says. ■



IN THE KNOW

Service Information is a comprehensive collection of service repair manuals and vehicle diagnostics. It provides technicians with ready and relevant information on collision-repair procedures, frame resectioning and outstanding recalls. Service Information is available for an annual subscription cost of \$1,344; GM Collision Repair Network and my GM Partner Perks members at the Perks+ and Pro Perks+ levels will receive the GMSI discount of \$1,008.¹

Scan the QR code to learn more about Service Information and electronic service manuals for GM models.



¹. SI discounts and promotions are not available to subscribers in Massachusetts.

CHEMICAL REACTION

Certain solvents can cause damage to vehicle headlamps

A variety of chemicals that aid in cleaning and debris removal during body repair can have an adverse effect on an important vehicle feature, according to an illuminating bulletin from Service Information.



Glazed Effect

This headlamp shows glazing caused by spray-on vehicle cleaner.

Polycarbonate headlamps, which are available on most late-vehicle models, can experience cracking, glazing or crazing in the lens when coming in contact with certain rubbing compounds, grease/tar/oil removers, tire cleaners, undiluted washer solvent and alcohol. These are chemicals that are generally used when performing procedures such as rail-dust removal and pinstriping.

The damage caused by these cleaners/solvents can result in a complete replacement of the headlamp assembly. To avoid this concern, it is recommended that exterior lamps and lenses, including license-lamp lenses, are cleaned with cold or lukewarm water and a car-washing soap, using just a soft cloth.

Another issue surrounding headlamps is overheating due to shop mats or fender covers placed over them when they are on during repair. Covering these lamps in such a manner restricts the amount of heat being dissipated and can lead to crazing/deformations in the lens – even though it may not be apparent at first. ■

See Bulletin #02-08-42-001J in Service Information to learn more about headlamp care during repairs.

my GM
partnerperks
Exclusive Member Offers

SPRING PRO PACK

Take advantage of Spring Pro Pack exclusive online rebates* in the amount of:

\$7 On any GM Genuine Parts GM OE AC Condenser, Evaporator, or Compressor

\$5 On a set of GM Genuine Parts GM OE Brake Pads or Shoes

\$4 On any GM Genuine Parts GM OE Brake Rotor or Drum
On any GM Genuine Parts GM OE or ACDelco Gold Bearing and Hub Assemblies

\$2.50 On any ACDelco Gold Brake Rotor or Drum

\$1.50 On any ACDelco GM OE or Gold Cabin Air Filter

\$1.25 On a set of ACDelco Gold Brake Pads or Shoes

Not a member? Start earning today by enrolling in the my GM Partner Perks Program at mygmpartnerperks.com. Visit gmparts.com for more information.

CERTAINTY STARTS HERE.

*Online or mail-in rebate available only to Independent Service Centers, Body Shops, or Commercial Fleets with a U.S. mailing address enrolled in my GM Partner Perks by 6/30/24. Limit 15 rebates per part 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 issued in the business name. Visit mygmpartnerperks.com or gmpartsrebates.com for complete details, eligible parts, and rebate form, which must be submitted by 7/15/24. Offers end 6/30/24. GM has the right to alter or cancel promotions.