

SERVICE

IN  
SIGHTS

SPRING 2024

*Service Repair News  
From Your Parts Supplier*

THE ALL NEW 2024  
GMC ACADIA



2024 GMC  
ACADIA AT4

Parts on  
the Move

Putting It  
in Drive

You Speak;  
We Listen

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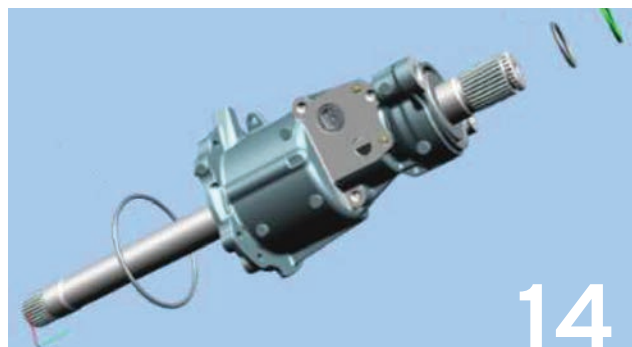
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## REBATES

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“Our GM Genuine Parts stand as the gold standard ...”  
— Rafael Cortes  
Manager, GM Propulsion Portfolio (EV & ICE)  
for Global Product Management



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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](http://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. ■

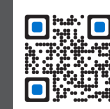
## Earning an Advantage

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](http://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

**D**urability. 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 warranty<sup>1</sup> 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](http://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
	<b>WARRANTY</b>	
36 months/100,000 miles <sup>1</sup>	<b>Coverage Period</b>	36 months/100,000 miles <sup>2</sup>
Shops' posted labor rate	<b>Labor Rates</b>	Set by competitor <sup>3</sup>
Refunded upon completion of work	<b>Warranty Credits</b>	Held against future installs <sup>4</sup>
Covered	<b>Fluids</b>	NOT covered
Covered up to \$150	<b>Towing</b>	NOT covered

Core credits paid on core return  **CORE RETURNS**  Core credits held by competitor against future installs<sup>5</sup>

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

**T**iming 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,<sup>1</sup> 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.<sup>2</sup> 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 system<sup>3</sup> that is customizable and features Google built-in<sup>4</sup> 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,<sup>5</sup> including standard High-Definition Surround Vision, which provides a digital overhead image of

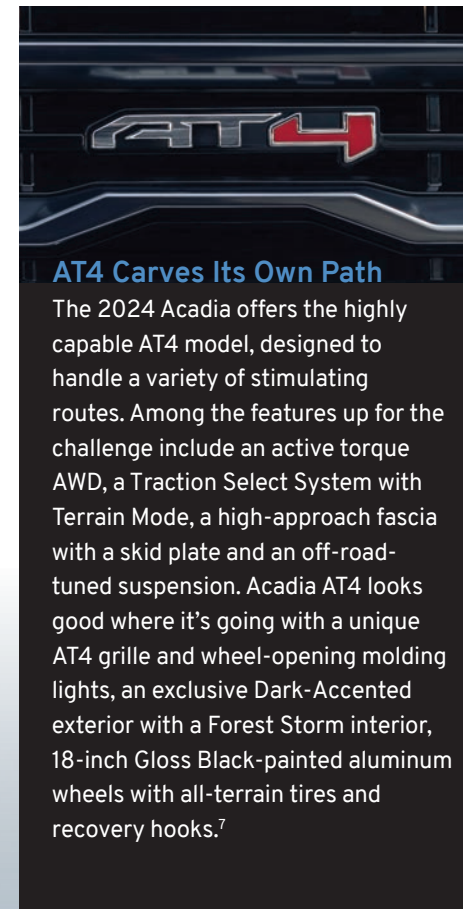
the area surrounding your vehicle, and a Rear Camera Mirror (only available on AT4 and Denali) offering exceptional clarity and visibility. Other notable technological advances include available Super Cruise<sup>6</sup> hands-free driving technology and the all-new available AutoSense Power

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 features<sup>5</sup> 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.<sup>7</sup>



### 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](https://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.

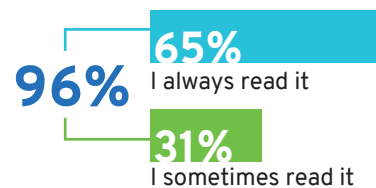
# Having Your Say

## Survey respondents offer feedback, direction for *Insights*

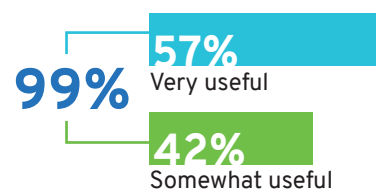
For a publication such as *Insights* magazine to have real value, you have to meet readers' expectations in terms of presentation and content. And to understand what those expectations are, you sometimes have to go right to the people.

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:

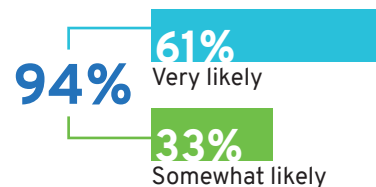
### How often *Insights* is read:



### 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."

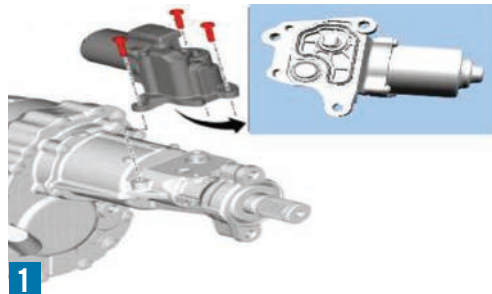


A recent Service Information bulletin noted that the illumination of the Service AWD lamp in select GM models (including 2018-2021 Buick Enclave, 2017-2021 Cadillac XT5, 2018-2021 Chevrolet Traverse and 2017-2021 GMC Acadia) may be the result of debris in the Transmission Extension Housing.

Following the standard diagnostic check (DTCs C1260 through C1267, C1290 through C1293, C1295 and C1296), technicians could consider removing the Power Transfer Unit (PTU), inspecting the parts and performing a cleaning procedure.

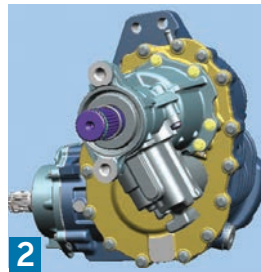
## Debris in transmission extension housing may cause service alert

Here are the steps to follow:

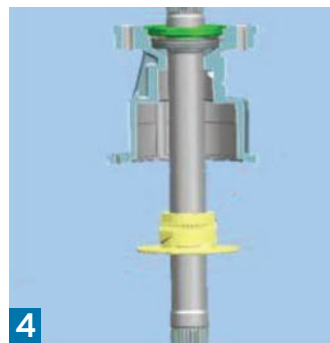


**Step 1** – Remove the PTU assembly, and then remove the Shift Actuator and the Extension Housing from the assembly, discarding the latter's seal along with the Half Shaft O-Ring Seal and Retainer.

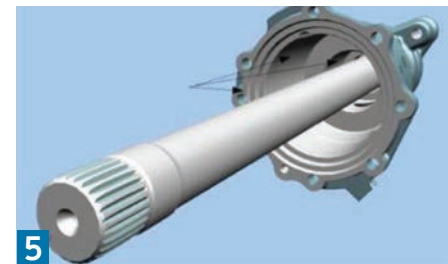
**Step 2** – Remove the Extension Housing bolts; be careful of the O-Ring. There will be some transmission fluid that will spill out of the Extension Housing – around one cup of fluid.



**Step 3** – Remove the Worm Gear in the Extension Housing. Turn counterclockwise to remove.



**Step 4** – Remove the Power Transfer Disconnect Rotary and Linear Cams from the Extension Housing, shaking the assembly to get the cams to slide down the intermediate shaft. Check the Linear Cam for signs of abrasion or scratches and replace if necessary.



**Step 5** – Inspect the Extension Housing for internal damage, and then clean its parts thoroughly – paying close attention to the Rotary Cam Bore and Worm Gear Bore, along with the bearing at the bottom of the latter. Dry the components using compressed air to remove any remaining solvent.



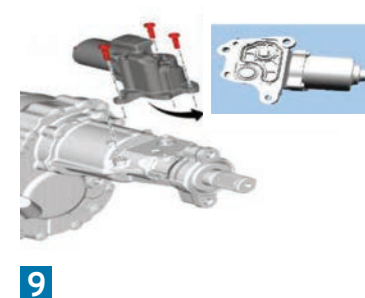
**Step 6** – Inspect the Disconnect Rotary Cam for damage to the teeth. Also, inspect the Clutch Kit: To remove, use snap-ring pliers to pull the retainer out of the groove, and a screwdriver to free it. Install a new unit into the PTU Housing spring-side out, lining up the clutch teeth with the shaft teeth in the PTU Housing. Clip one end of the retainer onto the shaft of the assembly, and use snap-ring pliers and a screwdriver to position it in the groove.



**Step 7** – Install the Disconnect Rotary Cam onto the shaft, with the engagement teeth facing away from the housing. Install the Disconnect Linear Cam back onto the shaft with teeth facing the Rotary Cam and housing. Install the Worm Gear using a flat-bladed screwdriver, rotating until you hear an audible click.



**Step 8** – Install a new Extension Housing seal, along with the Half Shaft O-Ring Seal and Retainer, and attach the Extension Housing onto the PTU Housing. Tighten the Hex Head Extension Housing bolts to the PTU Housing, using a crisscross pattern.



**Step 9** – Inspect the PTU Shift Actuator (rotating the Worm Gear to line up with its drive) and install it, along with a new Actuator Seal, onto the Extension Housing. Tighten bolts to 10 Nm. Reinstall the PTU assembly to the vehicle, test-drive to warm to operating temperature and top off the transmission fluid. ■

! See SI Bulletin #22-NA-006 for more information.

# WIRED UP



## Electrical harness connection could cause concerns with Equinox and Terrain models

A recent bulletin from Service Information noted that a number of Driver Information Center warning messages – as well as shifting and drivability issues – on 2018–2024 Chevrolet Equinox and GMC Terrain models may be due to the engine wiring harness contacting the transmission-mount bracket or control-valve body-cover stud. Inspecting and validating the connection at the transmission-mount bracket or control-valve stud involves a few basic steps:

### Transmission-Mount Bracket

- 1 Inspect the engine harness for proper routing and damaged wiring.
- 2 Repair any wires per the Wiring Repairs procedure in Service Information.
- 3 Using woven polyester electrical tape, secure all contact points of the harness, ensuring that the tape is applied in a double layer extending past the splice sleeves.
- 4 Verify all straps are secured and retainers are installed.

### Control-Valve Body-Cover Stud

- 1 Inspect the engine-harness conduit and wires for chafing around the #2, #5 and/or #9 stud of the transmission control-valve body cover.
- 2 Repair any wires per the Wiring Repairs procedure in Service Information.
- 3 Using woven polyester electrical tape, secure all contact points of the harness, ensuring that the tape is applied in a double layer extending past the splice sleeves.
- 4 Verify all straps are secured and retainers are installed. ■

See Bulletin #19-NA-181 in Service Information to learn more about these procedures.

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 Exclusive Member Offers

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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

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

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

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