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GM's official stance on Pre- and Post Scans

On the technical side, we show a GM Recommended collision repair procedure

Try CollisionLink for simplified OE Parts online ordering and get REWARDED!
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Safe Repairs

GM Posts Position Statement on Pre- and Post-Repair Scans

Little things mean a lot. In the world of collision repair, they can mean the difference between a motorist walking away from an accident or a disaster.

Take the network of sensors and electronics controlling vital vehicle safety and performance systems, overlook damage to just one of these many critical pieces of the automated shield protecting a vehicle and you could be potentially sending a customer out your doors and into serious trouble.

GM recently stepped up to help prevent such catastrophes with a position statement on the necessity of testing for Diagnostic Trouble Codes before and after a repair. Among GM’s declarations: These scans must be conducted using GM approved diagnostic software and tools, and Genuine GM Parts, to help ensure a proper, safe repair.

The full statement is included below:

GM Service Information – Position Statement

Pre- and Post-Scan of Collision Vehicles
October 2016

General Motors takes the position that all vehicles being assessed for collision damage repairs must be tested for Diagnostic Trouble Codes (DTCs) during the repair estimation in order to help identify the required repairs. Additionally, the vehicle must be retested after all repairs are complete in order to help verify that the faults have been repaired and new faults have not been introduced during the course of repairs.

Even minor body damage or glass replacement may result in damage to one or more safety-related systems on the vehicle. Any action that results in loss of battery-supplied voltage and disconnection of electrical circuits requires that the vehicle is subsequently tested to help ensure proper electrical function.

Many safety and security-related components, sensors and Electronic Control Units (ECUs) require calibration and/or learns when replaced. These systems must be repaired according to the corresponding GM repair procedures in Service Information (GMSi).

Technology Supported Diagnostic Aids

General Motors states that the method to correctly identify vehicle diagnostic trouble codes (DTCs) is by using the appropriate GM diagnostic software:

GDS2 or Tech 2/Tech2Win, each of which can scan a vehicle for all DTCs in one operation. GM diagnostic software is supported by one of the GM approved diagnostic scan tools (MDI or a J2534 device). GM does not recommend the use of other scan tools and cannot guarantee their accuracy. For a list of vehicles covered by these applications, refer to the GM technical document titled Vehicles Supported by GDS2 or Tech2/Tech2Win.

GMSi is the factory source for all diagnostic and repair procedures, wiring diagrams and associated repair information.

GM Service Programming System (SPS) is the ECU programming application that provides calibration updates and guided learn procedures where required.

Any repairs performed without using Genuine GM Parts and not following published GM collision repair procedures may result in erroneous DTCs and can expose vehicle owners and occupants to unnecessary risk. GM collision repair information can be accessed for free on genuinegmparts.com or is available through a GMSi subscription.

How to obtain GM diagnostic and flash programming software and service information in North America

TIS2Web is the Internet-based subscription service for GM service information, vehicle calibrations, GDS2 diagnostic software, and Tech2 diagnostic software updates.

Subscription options and more information on GMSi, SPS and TIS2Web can be found at www.acdelcotechconnect.com/shop-program/psc-program/tis2web/.

Still, have questions? Address them at genuinegmparts.com or ask your Genuine GM Parts dealer.

Make this position statement and others like it part of your repair plans, documentation library, and training. These small steps can make a big difference in the health of your business and well-being of your customers.
GM’s InShop Clinics Offer New Training for a New Year

Following a popular and highly successful 2016 run, GM’s InShop Clinics return this year with even more training options and brand new classes held onsite at your shop. These cutting-edge training sessions provide a first-class look at current repairs and the future of automotive service.

New for 2017 are:

**Aluminum Repair and Welding (W-SR04-01.01IST)**
This course familiarizes technicians with the types of aluminum repair and welding procedures. Specific topics include alloys and treatment methods, sectioning procedures, along with chemical bonding and welding methods.

**Structural Steel (W-SR04-02.01IST)**
The Clinic examines repair techniques for various types of structural steel, including mild steel, High Strength Steel (HSS), laminated, Press Hardened Steel (PHS), High Strength Low Alloy (HSLA) and Advanced High Strength Steel (AHSS).

If you’re like half of all collision repair businesses and offer mechanical work, you can pick from new courses geared for that part of the industry as well, including:

- **Advanced Variable Valve Timing (W-EM01-01.01IST)**
- **TEHCM Programming (W-AT02-06.01IST)**

InShop Clinics typically run 1–2 hours and are conducted by a GM certified training professional. They remain free of charge, and students receive a certificate upon course completion. For the full range of available InShop Clinics and other training options, contact your Genuine GM Parts Dealer today.

---

**GM’s New and Improved Conquest Program**

**BUMP2.0**

Allowing you to choose OE parts that fit right the first time and get vehicles back on the road sooner.

BUMP2.0 offers conquest pricing on 7,000 collision parts for insurance repairs, when aftermarket parts are substituted in favor of Genuine GM Parts.

**BUMP2.0 Benefits and Improvements**

- Seamless with MyPriceLink® and CollisionLink® Shop
- Easily conquest aftermarket parts for Genuine GM Collision Parts online
- Insurance repairs get the same great discounts as before, now with lowest selling price by state

**How to Get BUMP2.0 Pricing**

1. Submit estimate through CollisionLink Shop
   OR
2. Send a copy of your complete estimate to your Genuine GM Parts dealer

Get it all with CollisionLink Shop — a free, Web-based application with a more streamlined connection to Genuine GM Parts pricing through MyPriceLink. It’s easy to enroll in CollisionLink Shop and it’s FREE. Go to collisionlinkshop.com — fill in your shop profile info. Now you’re ready to order parts online and automatically get eligible OEM discounts.
Get great deals on OEM Parts 24/7 with CollisionLink

Review the following repair scenario and try to spot the potential serious mistake the shop makes.

A 2010 Chevrolet Silverado sporting a major side impact is delivered to Ace Collision Repair in the late afternoon on a Monday. A damage analysis employee finds time near the end of the day to perform an inspection and write up an estimate while focusing on using aftermarket parts. The customer/insurer agrees with the numbers. Later that week, parts are delivered; the shop completes the work and turns the vehicle over to the owner the following Tuesday.

Catch the big problem?

Go back to the focus on aftermarket parts. Many shops expect the aftermarket to offer the best prices, thereby overlooking OEM competitive pricing, along with the superior quality and fit, and customer preference for manufacturer products. Conducting business this way may “get the job done,” but it also can cost shops significantly in cycle time. There’s a potential loss of time, efficiency, productivity, money and customer satisfaction, all of which could have been prevented if the shop had considered OEM online parts procurement.

It’s time to get to know CollisionLink (www.collisionlinkshop.com), a one-stop site for pricing, ordering and procuring OEM collision parts.

CollisionLink’s benefits could be helping your shop right now.

Convenience. Sourcing OEM is too often a challenging endeavor that can force shops to spend time on the phone asking for price quotes and checking dealer inventories. That complicates efforts to schedule work and hit peak productivity. CollisionLink can help eliminate all these hassles with immediate pricing and availability checks.

“With CollisionLink, dealers are able to competitively price about 70% more on orders for shops. This allows shops to use more OE parts helping them to improve cycle time on repairs,” says Sara Wojtowicz, associate product manager at CollisionLink, powered by OEC)

Savings. Along with potentially saving time, CollisionLink can cut parts costs. When you export an estimate, CollisionLink automatically notes any parts that offer special OEM discounts. From there, you can transmit the estimate to your preferred dealer who can price match any of the remaining aftermarket parts.

CollisionLink works with OEM Conquest Parts Programs designed to help shops buy more manufacturer parts. Currently, 14 OEMs participate in these programs and offer tens of thousands of high-volume collision parts qualifying for discounts.

CollisionLink also works seamlessly with GM’s MyPriceLink helping to ensure Market Prices are up to date.

GM Parts Promotion

Not a CollisionLink user? Sign up in 3 easy steps! It’s FREE!

1. Visit CollisionLinkShop.com then select “Shops Register Now.”
2. Complete the registration form
3. Add your preferred GM Wholesale Parts dealership and begin saving on the parts you need 24/7

It’s REWARDING! Shops that sign up and place 10 orders through CollisionLink get a $100 gift card!

Rules/Details: One $100 gift card per shop
Offer limited to the first 20 shops that complete 10 CollisionLink orders, per GM Parts wholesale dealer
Program Period: Feb. 1 – April 30, 2017

Continued on next page.
Ease of use. Register online, create an account, and CollisionLink is ready to go. From there, simply export a copy of the estimate. CollisionLink takes care of the rest.

CollisionLink also allows part searches using a VIN or vehicle year, make and model.

No training is required since CollisionLink is designed to work intuitively, allowing employees to quickly locate the information they need.

Accuracy. Locating all the parts needed for a repair, while avoiding nonessentials that would have to be returned, can waste time and money. The CollisionLink VIN verification feature helps reduce part returns by providing immediate part fitment information to dealers.

“If you have any questions, you can get pictures and descriptions of any major system of a car,” explains Jean Mennacchio of Frankfort Auto Clinic in Frankfort, Ill. “I show the tech a picture of the parts he believes he needs. He circles it, and I confirm it online.”

Shops can also send photos of a vehicle to receive dealer help identifying the parts.

Quality. By ordering OEM parts, you can get top of the line collision parts engineered to fit right the first time and provide the performance for which a vehicle was designed. OEM parts can also provide durability and warranties helping to give both the customer and shop peace of mind for the long term.

Competitiveness. Surviving in the collision repair industry gets a bit tougher every day as multi-site operations continue to grow and training, equipment, and other expenses rise. Thousands of shops already are using CollisionLink to help cut time, stay compliant to insurers and provide superior customer service with top quality repairs produced by using OEM parts. Some of them, undoubtedly are your competitors.

Now consider how the daily repair scenarios at your shop could improve simply by adopting the same tools the rest of the industry is moving to. Great parts, great pricing, quick service, high productivity and happy customers. This isn’t just some pipe dream. It’s the way the industry is doing business outside your windows today—the same way you could be right now.
Connect and Cruise deal opens the door to imagination and savings

There are deals that attract your attention and there are others, so good you want to share them with anyone—everyone, especially those looking to build a one-of-a-kind ride.

The latest Connect and Cruise promotion falls squarely into that second category.

From now till the end of 2017, every available Connect and Cruise kit purchase qualifies for a $500 or $750 prepaid VISA gift card.

That includes all Automatic Fuel Injected Crate and Manual Powertrain systems, along with GM’s latest entry in the challenge of squeezing every bit of performance from each cubic inch—Automatic Carburated Powertrain kits, unveiled in November at SEMA.

The expanding Connect and Cruise portfolio means even more combinations of small block, big block, and LS engines; transmissions and other critical parts that can be dropped into an ever-growing range of stock, hot rod and other vehicle applications. Anywhere your imagination goes, Connect and Cruise can take you.

Getting there is easy since installations are a breeze.

Connect and Cruise kits arrive with what is needed for a successful build, so you don’t have to search for parts. Transmissions also are ready to go, no programming necessary. Should customers desire some extra flexibility, though, some kits are tunable to meet their needs.

“Connect and Cruise takes the guesswork out of an installation,” says Curt Collins, Associate Manager Chevrolet Performance. “They’re complete systems that come calibrated and ready to go.”

They also make optimal use of GM technology. “Our engineers know our products so they can put together the ideal combinations of engines and transmissions for the best possible performance,” adds Collins.

That work continues as GM cooks up new systems for 2017 and beyond, so stay tuned. In the meantime, help customers collect their rebates on current kits with these steps:

Go to https://mycertifiedservicerebates.com and submit your rebate claim online.

or, Print out a rebate form and:
1. Fill in all information accurately and legibly.
2. Make a clean, legible copy of the Invoice/Purchase Order, with the purchase circled and the dealer identification included.
3. Mail the Invoice/Purchase Order and the form to:
   Connect and Cruise Powertrain Rebate
   Offer Number 66016, PO Box 6970
   Mesa, Arizona 85216

Forms must be submitted by January 31, 2018.

Rebate status can be checked at https://mycertifiedservicerebates.com

Customers can count on Connect and Cruise kits to keep rolling long after the rebates arrive. Systems carry a 24 month/50,000 mile (whichever comes first) limited parts and labor warranty. That’s some serious peace of mind that can make spending those gift cards even more enjoyable—just when it seemed this deal couldn’t get any better.
Everything you need and ...everything you want.

2018 CHEVY EQUINOX

Have you ever wondered what it’s like to have it all?

The all-new 2018 Equinox was designed with your needs and wants in mind. From style and technology to performance and safety, this versatile crossover can offer it.

Welcome Home

With Equinox, every drive is a chance to take a little time for yourself. The restyled interior is spacious enough to accommodate you, your passengers and just about anything you need to bring along. The dual-cockpit design features an integrated center stack, so everything is right at your fingertips.

Convenient Solutions

When you have your hands full, the available hands-free power lift gate opens with the simple motion of your foot. Not only that, a programmable memory height can be set for easy reach or to accommodate areas with low ceilings. And inside Equinox, you’ll have all the room you need. The 60/40 split-folding rear seats fold flat to create a generous 63.5 cu. ft. of cargo space. Cargo and load capacity limited by weight and distribution.

Confidence for Every Mile

Nothing feels better than peace of mind. That’s why Equinox offers ten advanced safety technologies to help detect and prevent potential hazards on the road.

Safety 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. Read the vehicle Owner’s Manual for important feature limitations and information.
**Explore Safety Videos**

This available technology automatically switches on the high beams when driving conditions become too dark, and reverts to low beams when it detects an approaching vehicle.

With this available feature, you have the option of directional seat-bottom vibrations instead of audible safety alerts.

**IntelliBeam® High Beam Assist**

**Safety Alert Seat**

**Surround Vision**

This available feature gives you a virtual bird’s-eye view of your vehicle on the available 8-inch diagonal color touch-screen. The system is made up of four cameras — the standard rear vision camera, a forward-looking camera in the front grille and one under each side mirror of the vehicle.

**Technology All Around**

Equinox offers purposeful, intuitive technology including support for Apple CarPlay™. Link your compatible iPhone® to access your iMessages, Apple Music, select apps and more — all through the color touch-screen Chevrolet MyLink™ display.

**Driving Skills, Mastered**

Teen Driver technology has a number of advanced features, from muting the audio until front-seat occupants are buckled, to automatically turning on available advanced safety technologies like Side Blind Zone Alert, Forward Collision Alert and Low Speed Forward Automatic Braking. The in-vehicle report shows how your teen performed so you can identify problem areas and coach your new driver on improvements.

**How Far Will You Go?**

Settle in, take the wheel and let Equinox carry you away. Whether you’re a commuter, live for those weekend getaways or need the power to tow, Equinox offers a trio of powerful engines to choose from so you can find one that’s right for you. And what’s more, fuel-saving stop/start technology comes standard on all three.

**Switchable All-Wheel Drive**

This all-new system, available on LS, LT and Premier models, enhances traction and control on slippery or snow-covered roads. Switchable AWD lets you change between FWD and AWD operation while you’re on the go.

**Tow with a Touch**

When it’s time to tow, Equinox with the available 2.0L turbocharged engine has you covered. Simply press the Tow/Haul mode button and the transmission will automatically assist you in hauling heavy loads.

**The Smart Choice. Plain and Simple.**

How does the next-gen Equinox compare to its top competitors? Take one look and you’ll see that sometimes, making big decisions is easy.
2018 Chevrolet Equinox Rail Replacements

Repair this common front-end damage with GM recommended instructions.

When the 2018 Chevrolet Equinox hits the streets this Spring, the redesigned SUV will offer some impressive active safety features. Low-Speed Forward Automatic Braking, Lane Keep Assist with Lane Departure Warning, Forward Collision Alert and Safety Alert Seat systems all come standard. Joining them is the optional Surround Vision feature that provides a virtual 360-degree overhead view of the vehicle on an 8-inch diagonal touch-screen.

Together, they can help keep Equinox drivers safe. That doesn’t mean the new Equinox won’t experience its share of bumps, bruises, and breaks along the way in the always-challenging world of daily commutes and family vacations. Fortunately, GM provides repair procedures to help you get this hot-selling vehicle back on the road.

The following directions describe a proper Front Compartment Upper Side Rail Replacement on the 2018 Equinox.

Removal Procedure

Warning: Refer to Approved Equipment for Collision Repair Warning.
Warning: Refer to Collision Sectioning Warning.
Warning: Refer to Glass and Sheet Metal Handling Warning.
Note: The front compartment upper side rail is a dual phase. Dual Phase Steel.
Note: Left shown, right similar.

1. Disable the SIR system using GM’s SIR Disabling and Enabling instructions.
2. Disconnect the battery negative cable using GM’s Battery Negative Cable Disconnection and Connection instructions.
3. Remove all related panels and components.
4. Remove the sealers and anti-corrosion materials from the repair area as necessary using GM’s Anti-Corrosion Treatment and Repair instructions.
Note: Do not damage or cut attaching panels and reinforcements.
5. Remove spot welds (2) from front compartment upper side rail (1).
Note: Do not damage or cut attaching panels and reinforcements.
6. Remove spot welds (2) from front compartment upper side rail (1).
Note: Do not damage or cut attaching panels and reinforcements.
7. Remove spot welds (2) from front compartment upper side rail (1).
Note: Do not damage or cut attaching panels and reinforcements.

Continued on next page.
8 Remove spot welds (2) from front compartment upper side rail (1).

9 Apply heat to shaded area (2) to release adhesive from front compartment upper side rail (1).

10 Remove front compartment upper side rail (1) from vehicle (2).

11 Remove remaining adhesive from vehicle.

---

**Installation Procedure**

*Note:* Temporarily install the front compartment upper side rail for proper fit.

1 Position front compartment upper side rail (1) to vehicle (2) using 3-dimensional measuring equipment.

2 Remove front compartment upper side rail (1) from vehicle (2).

*Note:* Prepare service part before installation.

3 Drill 8 mm (5/16) plug weld holes (2) on front compartment upper side rail (1).

4 Apply Weld-Thru Coating or equivalent to all welding surfaces using GM’s Anti-Corrosion Treatment and Repair instructions.

*Note:* Only remove E-coat where adhesive will be applied.

5 Clean and prepare front compartment upper side rail and vehicle (1) for adhesive (2) according to adhesive manufacturer’s recommendations using GM’s Metal Panel Bonding instructions.

6 Apply structural adhesive (2) on the mating surfaces on tie bar support and vehicle (1) according to adhesive manufacturer’s recommendations GM’s Metal Panel Bonding instructions.

Continued on next page.
7 Install front compartment upper side rail (1) on vehicle (2) and clamp into place.

8 Install spot welds (2) on front compartment upper side rail (1).

9 Install MIG/MAG welds (2) on front compartment upper side rail (1).

10 Install spot welds (2) on front compartment upper side rail (1).

11 Install spot welds (2) on front compartment upper side rail (1).

12 Install spot welds (2) on front compartment upper side rail (1).

13 Apply the sealers and anti-corrosion materials to the repair area as necessary using GM’s Anti-Corrosion Treatment and Repair instructions.

14 Paint the repaired area using GM’s Basecoat/Clearcoat Paint Systems instructions.

15 Install all related panels and components.

16 Connect the battery negative cable using GM’s Battery Negative Cable Disconnection and Connection instructions.

17 Enable the SIR System using GM’s SIR Disabling and Enabling instructions.

SHOWCASE SCHEDULE

Great vacations start with great planning — typically well in advance of those precious days you’ll spend on the beach, in the mountains or at some dearly important family spot closer to home.

The same approach will guarantee your spot at industry trade shows and other automotive expos where you get a leg up on the competition with the most current training methods, information on trending products and services, and intel on the latest OEM technology.

**NACE Automechanika Chicago**
McCormick Place
Exhibition: July 26–28, 2017
Training: July 27–29, 2017

For 2017, NACE (the International Autobody Congress & Exposition) joins Automechanika Chicago, the largest U.S. trade show dedicated to high-end technical and management-related training for automotive collision and service repair shops, for a single event. Set mid-summer in the middle of America, this one-site-does-all event hopes to draw in repairers from across the country for a first hand, hands-on experience with cutting edge education and repair products. http://nace-automechanika.us.messefrankfurt.com

**SEMA Show**
Las Vegas Convention Center
3150 Paradise Road,
Las Vegas, NV 89109
October 31–November 3, 2017

Advertising itself as the premier automotive specialty products trade event in the world, SEMA brings together some of the service industry’s sharpest minds and hottest products to one place. Attendees get access to educational seminars, product demonstrations, networking opportunities, special events, and more to help make the upcoming new year their best year ever. https://www.semashow.com/the-sema-show
Free Resources Available for Repair Professionals

Technical documents, collision repair info, paint codes and more, all at your fingertips.

genuinegmparts.com
Now with an updated section dedicated to repair professionals

FREE Access to GM Recommended Collision Repair Procedures

- Complete repair procedures for GM vehicles dating back to 2000 (even for discontinued makes and models)
- Complete vehicle repair download in one document with bookmarked sections for easy navigation

Paint Codes

- Search by year, make, model
- Access color codes and touch-up paint GM part numbers
Free Resources Available for Repair Professionals

**Why Genuine?**
Genuine GM Parts are engineered and built to meet or exceed OEM specs. We apply the latest engineering advancements — learned from decades of manufacturing and service expertise.

**Technical Documents and Positions Statements**
- GM’s recommendations for safe repairs
- Covers safety issues ranging from using salvage parts to airbags

**GM Parts Programs and Promotions**
- Collision and Powertrain parts conquest programs make Genuine GM Parts very price competitive
- Links to online ordering tools, technical training and partner resource
- Tech “Hotline”, tech magazines, diagnostic tools subscriptions and more . . .

**Cadillac Aluminum Repair Network**
- Group of Certified body shops authorized to repair Cadillac mixed-metal aluminum vehicles.
- Authorized repair facilities will meet all:
  - Tooling, equipment and Genuine Parts requirements
  - Maintain a staff of repair techs certified in the latest Cadillac aluminum structural repairs
- Contact your local Cadillac Dealer for more details

**Genuine GM Parts . . . why settle for less?**