

REPAIR

IN SIGHTS

SPRING 2020

*Collision Repair News
from your Parts Dealer*



MEET THE ALL-NEW 2021 TRAILBLAZER

Collision Repair
Network Benefits

Corvette C8
Parts Update

TRADE
REBATES
MADE EASY

CONTENTS

SPRING 2020

2 **REPAIR PROCEDURES**
Avoid SIR deployment
during repairs

4 **YOUR GM PARTNERS**
GM Collision Repair
Network benefits

7 **GM GENUINE PARTS/ACDELCO**
Advantages of OE
sheet metal

8 **PRODUCT SPOTLIGHT**
Meet the all-new
2021 Chevy Trailblazer

my GM
partnerperks

14



4

8



2021 Trailblazer

10 **INDUSTRY NEWS**
Counterfeiters infiltrate
replacement parts pool

12 **GM GENUINE PARTS/ACDELCO**
Corvette C8 parts
restrictions

14 **YOUR GM PARTNERS**
Trade rebate claims
process streamlined

16 **TRAINING**
New brake system courses
available for you

17 **REBATES**
Take advantage of
these new offers

GM ADVISOR

John Juarez

GM ADVISORY BOARD

Adam Dettloff, Jessica Earl,
John Eck, Shelley Francisco,
Lea George, Bob Gollehur,
Lisa Halfman, Marc Hammond,
Janet Johnson, John Latner,
Chad Ogden, Grant Powers,
Jim Rokitski, Gretchen Sells,
Josh Shuck, Bob Stewart,
Jeff Swanson, Charlie Tadavich,
Dale Tripp

EDITOR

Duane Roose

WRITERS

Bill Davis, Steve Krause,
Amy Lenard, Mark Spencer

ART DIRECTOR

Mindi Schappach

COPY EDITOR

Ken Yagoobian

MULTIMEDIA DESIGNERS

Courtney Okoye, Erica Sneath

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.

© 2020 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.

Avoid Unintended Air Bag Deployment



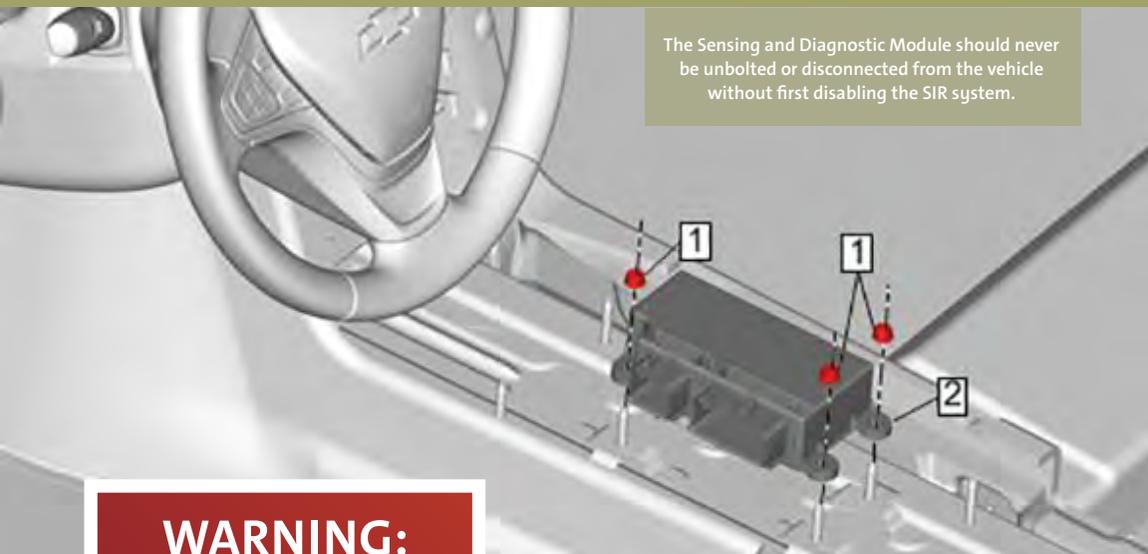
1. KNEE AIR BAGS
2. DRIVER AND FRONT PASSENGER AIR BAGS
3. ROOF RAIL AIR BAGS
4. FRONT-ROW SIDE IMPACT AIR BAGS
5. SECOND-ROW SIDE IMPACT AIR BAGS

2013 Malibu shown here

To avoid inadvertent deployment of a vehicle air bag while servicing 2009–2020 GM passenger cars and trucks, technicians need to take a few precautions when working on or near the vehicle's Supplemental Inflatable Restraint (SIR) system.

According to Service Information (SI), the SIR system must be disabled whenever performing service on or near any of its components or wiring. The SIR component location affects how a vehicle should be serviced. There are parts of the system installed at various locations around a vehicle. To find the location of the SIR components, refer to the SIR Identification Views in SI.

There are several reasons for disabling the SIR system, such as repairs to the SIR system or servicing a component near or attached to an SIR component. In addition to disabling the SIR system, the ignition/vehicle should be in the OFF position for **any** service work that requires impact to the body or frame (for example, when adjusting the side door striker using a hammer or mallet).



The Sensing and Diagnostic Module should never be unbolted or disconnected from the vehicle without first disabling the SIR system.

WARNING:

When performing service on or near the SIR components or the SIR wiring, the SIR system must be disabled. Failure to observe the correct procedure could cause deployment of the SIR components, which could result in serious injury or unnecessary SIR system repairs.

The inflatable restraint Sensing and Diagnostic Module (SDM) fasteners should not be removed until the battery is disconnected and the SDM electrical connector is removed.

The fasteners should be reinstalled and torqued to proper specifications before reattaching the SDM electrical connector. The electrical connector must be reattached before reconnecting the negative battery cable to the battery.

The SDM is equipped with a roll-over sensor. Turning the SDM over while under power may result in air bag deployment. The SDM maintains a reserved energy supply. The reserved energy supply provides deployment

power for the air bags if the Inflatable Restraint Sensing and Diagnostic Module loses battery power during a collision. Deployment power is available for as long as 2 minutes after disconnecting the vehicle power. Wait 2 minutes before working on the vehicle after disabling the SIR system to prevent deployment of the air bags from the reserved energy supply. ■

DISABLING PROCEDURE — NEGATIVE BATTERY CABLE:

- 1 Turn the steering wheel so that the vehicle wheels are pointing straight ahead.
- 2 Vehicle **OFF**.
- 3 Disconnect the negative battery cable from the battery. Refer to the Battery Negative Cable Disconnection and Connection in SI.
- 4 Wait 2 minutes before working on the vehicle.

COLLISION REPAIR NETWORK

Advantages

PARTICIPATING FACILITIES ENJOY SEVERAL BENEFITS

When your repair facility is part of the GM Collision Repair Network (CRN), you receive an invaluable endorsement from the manufacturer, along with a number of other advantages to provide customers with a positive experience. You also will find tools to confidently grow your business.

The program expands GM's current training and tools-focused programs by adding new high standards for pre- and post-repair scanning, Original Equipment (OE) repair procedures, calibrations and quality control checks. Once in the network, you'll experience a more streamlined approach to collision work, meaning less time spent on steps such as diagnosing issues or finding repair procedures.

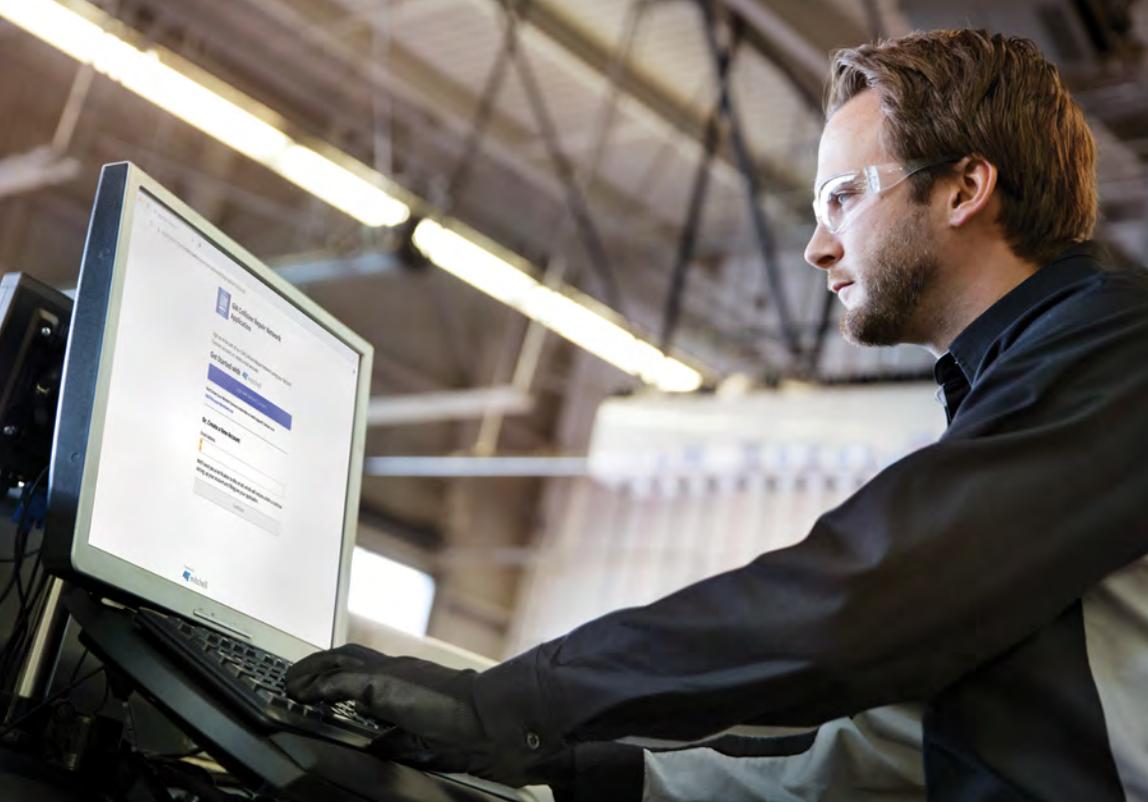
Your customers will also have peace of mind knowing that your qualified technicians follow proper procedures using OE replacement parts that are designed specifically for their vehicle, tested to rigorous standards and backed by GM.



Benefits That Make a Difference

Participating in the CRN boosts your business in many ways. Here are just a few highlights:

- **Network Facility Locator** – Customers can easily locate a CRN facility by typing in their location from the GM Genuine Parts or ACDelco websites.
- **CRN Scorecards** – See how your facility is faring in seven Key Performance Indicators with scorecards that measure factors such as quality of repair, customer satisfaction and cycle time/efficiency.
- **Marketing** – Digital and print advertising focuses on network benefits and skilled technicians. Exclusive CRN logos and decals are available to participants to use on facility materials and websites.
- **OnStar Integration** – Customers receive post-collision support via OnStar as well as communications supporting the CRN.
- **Complimentary Top-Level Benefits of my GM Partner Perks** – Earn 2.5 percent in rebate rewards on GM Genuine collision parts and a 4 percent rebate on Maintenance and Mechanical GM Genuine and ACDelco parts, plus a subsidy on Mitchell software for estimating and repair-planning processes. (Visit myGMPartnerPerks.com for more details.) ■



CORE VALUES OF THE GM COLLISION REPAIR NETWORK

Designed to set the highest standards for collision repair and deliver the best possible customer experience, the Collision Repair Network adheres to the following ideals:

-  **POWERFUL SUPPORT FOR REPAIRS**
Access to tools and resources that promote the proper, safe repair of your customers' vehicles.
-  **EXCEPTIONAL CUSTOMER CARE**
Take customers through the collision repair process with honesty and transparency, ensuring delighted customers and the best possible experience.

JOIN THE *Network*

Make the decision that hundreds of other quality collision repairers have already made – join today!

Make the most of this opportunity to join us. Visit GMCollisionRepairNetwork@GM.com or call 800-238-9111 to learn more.



COLLISION
REPAIR NETWORK

SHOWING ITS METAL

OE collision parts offer several advantages

As someone who works in collision repair, you no doubt appreciate the good looks of a newly repaired vehicle that shines through its sheet metal — which is particularly evident when that metal is an OE product from GM Genuine Parts.

That’s because GM OE sheet metal replacement parts are manufactured to the same high standards as the originals, ensuring a precise fit that allows you to restore a damaged vehicle to its pre-accident condition.

In addition, OE sheet metal offers many advantages. First, it is made with strong, corrosion-resistant steel coatings and is formed (or stamped) for robust strength. It also undergoes a full electrocoat primer (ELPO) process, and

the placement of welds and adhesives is based on stringent test data.

CUSTOMER IN FOCUS

When discussing collision repairs with your customers, advise them that the repairs should be performed using GM Genuine Parts and with the recommended OE procedures. Of course, customers have the right to discuss the use of OE parts with their insurer.

Also, keep in mind that GM’s conquest pricing program allows price matching on more than 8,000 part numbers when an estimate calls for aftermarket parts use. ■



WANT TO LEARN MORE?
Visit gmgenuineparts.com.

SHEET METAL

GM GENUINE PARTS	NON-OE PARTS
✓ Designed to manufacturer’s safety requirements	✗ May not have crumple zones or meet manufacturer’s stringent safety requirements
✓ Precise fit	✗ May leave unsightly gaps, detracting from the car’s value
✓ Quick installation	✗ May require workarounds and more time for proper fitting
✓ Primed and ready for paint	✗ May not be primed, affecting paint adhesion and overall finish quality
✓ Verified build quality	✗ No guarantee of material or design quality
✓ Proven structural integrity	✗ Unknown integrity testing
✓ Maintains resale value	✗ Ill-fitting parts and build quality may affect car’s resale value

ALL-NEW 2021 Chevrolet TRAILBLAZER

Arriving this spring, the all-new 2021 Chevrolet Trailblazer combines bold styling with surprising spaciousness as well as the latest infotainment and safety technologies.



Every 2021 Trailblazer features a comprehensive list of active safety and driver assistance features,¹ including standard Forward Collision Alert and available Adaptive Cruise Control—Camera.



The Chevrolet Infotainment system² allows for the use of two Bluetooth-paired phones concurrently, which enables the driver to use multiple phones hands-free.

Powered by either a 1.2L turbo or 1.3L turbo engine, the Trailblazer can deliver up to 155 horsepower.



The Trailblazer features a driver-focused, dual-cockpit interior with an integrated center stack.



Available selectable all-wheel drive allows owners to activate the system in off-road or inclement weather situations — or to deactivate it for improved fuel economy³ when additional traction is not required.

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.

² Chevrolet Infotainment System functionality varies by model. Full functionality requires compatible Bluetooth and smartphone, and USB connectivity for some devices.

³ EPA-estimated fuel economy: 26 mpg city/30 mpg hwy with the 1.3L engine and AWD.



MOST COMMONLY COUNTERFEITED PARTS

This is the third in a series of articles on the perils of counterfeit parts and the negative impact they can have on business.

While no parts are immune from the entrepreneurial pursuits of the counterfeiters, most tend to be frequently replaced service parts. Even though the industry estimates millions of counterfeit parts enter the U.S. every year, only a fraction of them are ever detected by U.S. Customs. Parts and packaging are usually shipped separately to avoid detection and often shipped in small packages, both of which stymies enforcement.

Internet commerce has provided counterfeiters with new sales channels. Online auctions and other sites that link sellers with buyers have helped the counterfeit parts trade continue to expand to the size it is today.

HERE ARE JUST A FEW EXAMPLES OF WHAT GM'S GLOBAL BRAND PROTECTION TEAM AND AUTHORITIES HAVE UNCOVERED:



- Spark plugs with no precious metal (e.g., iridium spark plugs without iridium)
- Steering wheel airbags being replaced without an inflator module or including an improperly modified harness terminal
- Counterfeit grilles that discolor and fade rapidly, and are made of cheap materials that may impact crash performance in a collision
- Inferior filter material

“

EVEN THOUGH THE INDUSTRY ESTIMATES THAT MILLIONS OF COUNTERFEIT PARTS ENTER THE U.S. EVERY YEAR, ONLY A FRACTION OF THEM ARE EVER DETECTED BY U.S. CUSTOMS.

”

While any vehicle part can be counterfeited, the most commonly produced counterfeit parts are maintenance and high-volume items such as:

- Oil, fuel and air filters
- Emissions sensors
- Spark plugs, glow plugs
- Ignition coils
- Oxygen sensors
- Back-up sensors
- Airbag components
- Tire pressure monitor sensors
- Key blanks and fobs

In the next issue of *Repair Insights* magazine, we'll discuss how you can spot counterfeit parts and avoid suffering losses as a result. ■



AMONG THE MOST COMMON OF GM PARTS TO BE COUNTERFEITED ARE AIR FILTERS, SPARK PLUGS, AND OIL FILTERS.



AIR FILTERS



SPARK PLUGS



OIL FILTERS

CORVET

C8 PARTS RESTRICTIONS

As the much anticipated, all-new Corvette C8 prepares to hit the streets this spring, GM is taking steps to ensure that, when structural repairs for the vehicle are needed, they will be completed by capable facilities with the proper training, tools and equipment.

This is especially important since the new Corvette's sophisticated design includes hidden innovations and unique parts that enhance its handling and performance.

For example, to overcome challenges associated with the open-air, mid-engine design, the car features a "tunnel-dominant" aluminum frame

with carbon fiber closeout. It also includes a casting-to-casting dual shock tower system.

To improve side-impact crash safety, the C8 features one-piece hollow die-cast magnesium upper belt reinforcement — an award-winning, industry first — replacing the previous five-piece system.

With such unique features and pieces in the all-new Corvette, there is strict control over certain structural collision parts.

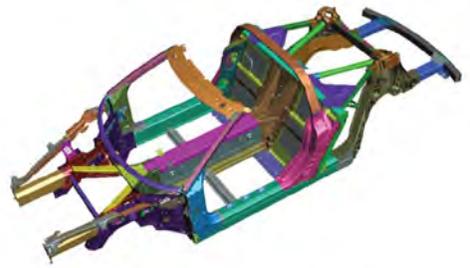
Only collision repair centers that are on either the GM Collision Repair Network (CRN) or Cadillac Aluminum



TE

Repair Network (CARN) will be permitted to receive the restricted structural part numbers from a GM dealer. The majority of the structural frame components for the C8 (shown at right) will be on parts restriction. Cosmetic parts, however — such as fascias, doors and lighting — are not part of this constraint and can be ordered and used by any collision repair shop.

In addition, for most structural repairs of the C8, a fixture bench will be required and noted within the GM repair procedure. Repair centers that do not have a fixture bench should redirect the vehicle to a CRN facility that is so equipped. ■



WHEN YOU ORDER C8 PARTS

Once a GM dealer receives an order for restricted structural collision parts for the C8, the facility placing the order will need to provide the C8 VIN as well as the assigned CRN or CARN account number. (Shops interested in becoming a CRN facility can contact the CRN Helpdesk at 1-800-238-9111, prompt 2.)



For more information regarding the C8 structural parts list, CRN participation and active CRN or CARN shop lists, access the *For Professionals* and *GM Collision Repair Network* sections at gmgenuineparts.com.





my GM
partnerperks

TRADE REBATES MADE EASY

New streamlined process from my GM Partner Perks offers online tracking

An exciting new opportunity through the my GM Partner Perks loyalty program streamlines the trade rebate claim process — making it easier than ever for participants to navigate.

Independent installers who are enrolled in my GM Partner Perks can now enjoy the benefits of the Trade Rebate Program without having to mail or upload any invoices. Instead, all qualifying GM Genuine Parts and ACDelco purchases are tracked online, and rebate claims are filed automatically.

All my GM Partner Perks members can sign up for this process at the beginning of each quarter and then validate their

purchases online within two weeks of the quarter's end.

To take part in the streamlined rebate process for the current Q2 Trade Rebate Program — which is accessed through the my GM Partner Perks dashboard — you must have enrolled in my GM Partner Perks by March 31, 2020.

If you are not a Partner Perks member, but would like to participate in the streamlined process for Q3 Trade Rebates, make sure to enroll in my GM Partner Perks by June 30, 2020.

Enrolling enables you to take advantage of the Q3 Trade Rebates as well as the many other resources and benefits. ■

A NEW WAY TO PROCESS TRADE REBATES

Once you are an enrolled participant in my GM Partner Perks, you can enjoy the streamlined trade rebate process.

FOLLOW THESE SIMPLE STEPS TO GET STARTED:

- 1 Log in to mygmpartnerperks.com, scroll to the current quarter's Trade Rebate Program tile and select it. Click **Enroll Now**, accept the terms and conditions and then click **Continue**.
- 2 Purchase eligible parts as described on mygmpartnerperks.com during the time period noted for the quarter AFTER you enroll. (To participate in streamlined Q3 Trade Rebates, you must be enrolled in my GM Partner Perks by June 30, 2020, and sign up for the streamlined process in Q3.)
- 3 Validate your qualifying parts purchases within two weeks of quarter's end on mygmpartnerperks.com to make sure all purchases have been correctly recorded.

To review current trade rebate offers, see the inside back cover of this issue.

IMPORTANT RE-ENROLLMENT INFORMATION

Due to challenges from COVID-19, my GM Partner Perks members who are due for re-enrollment in April or May 2020 (those who enrolled in April or May 2019) will have their program term automatically extended by two months or one month, respectively. In both cases, re-enrollment will now begin June 1.

During this term extension, program participants will continue to earn rewards and access all benefits as usual. Once those affected participants re-enroll in June, their term will return to the normal 12-month cycle, beginning that month. **There will be no fee charged for the extension.**

When re-enrollment begins June 1, affected participants will receive an email from Program Headquarters, instructing them how to proceed, and they will receive follow-up emails every two weeks after that, until their re-enrollment is complete. No action is required for this extension by affected members until then. (Please note that, while this timeline is accurate at press time, it is always possible that it may shift due to the fluid nature of the situation.)

Our hope is that this action will provide some level of relief to my GM Partner Perks participants during this challenging time.



To re-enroll — or sign up for the first time — go to mygmpartnerperks.com or call 1-800-253-3428.

2020 TRADE REBATE PROCESS		CURRENT MY GM PARTNER PERKS PARTICIPANT	CURRENT MY GM PARTNER PERKS NON-PARTICIPANT
		Q2 TRADE REBATE PERIOD	May Manually Apply for Rebates
May Use Streamlined Rebate Process (SRP)	✓ <small>(if signed up for SRP during Q2)</small>		✗
Q3 TRADE REBATE PERIOD	May Manually Apply for Rebates	✓	✓
	May Use Streamlined Rebate Process (SRP)	✓ <small>(if signed up for SRP during Q3)</small>	✓ <small>(if joins my GM Partner Perks by 6/30/20, then signs up for SRP in Q3)</small>

NEW BRAKE SYSTEM COURSES OFFERED



ACDelco recently introduced several new courses that will help technicians better understand sophisticated braking systems.



ELECTRO-HYDRAULIC BRAKE ASSIST (SBK0201IS)

This instructor-led InShop training course provides an overview of the electro-hydraulic brake assist system installed on various GM vehicles. System features and benefits will be highlighted, as well as the operation, diagnosis and servicing of the system.



BRAKING SYSTEM DIAGNOSIS AND REPAIR (SBK0101SM)

An instructor-led training seminar, this course focuses on braking system diagnosis, and covers components, operation and proper service practices. The course highlights real-world case studies to address brake noise, pulsation, pad wear, fluid leaks and concerns with power-assist systems. Enhanced braking system designs and features by various manufacturers will also be covered.



ELECTRONIC PARK BRAKE SYSTEMS (SBK0101IS)

This instructor-led InShop training course provides an overview of the various electronic park brake systems installed on modern vehicles. Various Original Equipment Manufacturer systems will be covered, including an overview of the operation, diagnosis and servicing of the systems.

To take advantage of these latest learning opportunities, access the ACDelco Learning Management System at acdelcotraining.com. ■

TAKE ADVANTAGE OF NEW PRO OFFERS

Mail-in rebates on the purchase of:*

\$10

ACDelco Condenser, Evaporator, or Compressor

\$5

ACDelco GM OE Brake Pads or Shoes

\$4

ACDelco GM OE Brake Rotor or Drum

\$3

ACDelco Professional Brake Pads or Shoes
ACDelco Advantage Brake Pads or Shoes

\$2.50

ACDelco GM OE Chassis part
ACDelco Professional Brake Rotor or Drum

\$2

ACDelco Advantage Brake Rotor or Drum

\$1.50

ACDelco Professional Chassis Part

\$.75

ACDelco Advantage Chassis Part

\$.50

ACDelco Oil Filter

myGM
partnerperks

Members earn points on GM parts purchases plus additional benefits.

*streamlined rebate redemptions
exclusively with*



Up to 15 rebates per part

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

CERTAINTY STARTS HERE.

*Available only to Independent Service Centers, Body Shops, or Commercial Fleets with a U.S. mailing address. 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. Visa Prepaid Card will be issued in the business name. Visit your my GM Partner Perks dashboard or see gmpartsrebates.com for complete details, eligible parts, and rebate form, which must be postmarked by 7/15/20. Offers end 6/30/20.

ACDelco