

REPAIR

# IN SIGHTS

FALL 2023

*Collision Repair News  
From Your Parts Supplier*



Cadillac XT4 Sport

## THE 2024 CADILLAC XT4

ACDelco Batteries  
Get Absorbed

Ready Struts  
Smooth Things

Replacing  
Engine Parts

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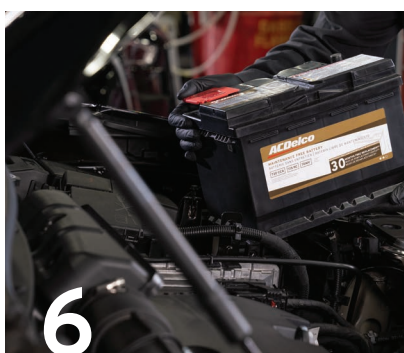
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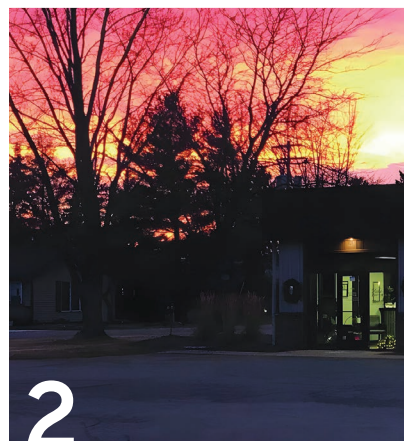
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“Trainers have to  
develop listening  
skills and  
**ASK  
QUESTIONS.”**

— Keith Glasgow,  
ACDelco Training's  
Southeast Regional  
Instructor



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# Longtime *Legacy*



my GM  
**partner perks**  
MEMBER SPOTLIGHT

## OWNER:

Henry Yach III

## LOCATION:

Wausau, Wisconsin

**15** EMPLOYEES

including nine technicians  
(some with the detail team)

## PRO TIP:

Look through the my GM Partner Perks Program Guide for benefits available to you, to see what matches up to your business needs.

## FAVORITE BENEFITS:

Redeeming points for gift cards to be used as employee rewards for a job well-done or work anniversaries.

*After 68 years serving customers, Yach's Body & Custom appreciates loyalty*

Sometimes a family's story of resiliency, hard work and upstanding principles make an indelible mark on a community.

That's the story of Yach's Body & Custom, Inc. of Wausau, Wisconsin, where owner Henry Yach III recalls the independent body shop his grandfather, Henry Yach, started in 1955.

"He was a technician and worked in some different facilities in the area," Yach III says. "But he wanted to go out on his own, so he opened Yach's Auto Repair."

Unfortunately, Yach died unexpectedly in 1969, leaving the shop to his 23-year-old son, Henry Yach II. Suddenly, Yach II found himself helping take care of his four





“I really like the **simplicity** of the program.”

— Henry Yach III,  
Yach's Body & Custom, Inc.

siblings, working around the clock to pay off debts of the business and planning to get married in a few months.

It was the era of muscle cars and hot rods, and Yach II helped specialize that side of the business with custom work and paint jobs. He changed the shop name to its current moniker, Yach's Body & Custom, Inc., and moved to a new location. Not long after, the state did a building inspection and found that it didn't meet code.

Yach II was ready to close the shop doors, until he was delivering his last vehicle to a customer who couldn't believe the business was shuttering. Soon, the customer called back with an offer to build a new facility and lease it to Yach II until he could afford to buy it himself. And the rest is history.

“I still hear stories from people who say, ‘Your dad did the right thing and worked really hard to pay debts that weren't really his,’” says Yach III. “I think that's really how he started building a reputation, and this customer just couldn't see him shutting down the business. So, my dad went from being out of business that day to getting a new shop.”

Yach III grew up in the shop, then went out on his own, going to college at the University of Wisconsin – Oshkosh and gaining automotive experience along the way. He returned to the family operation, and he and his wife, Emily, have owned the 16,500-square-foot shop since his father retired in 2013. There are 15 employees at the shop now, including nine technicians, and there are 24 bays to accommodate the workload.

**Continued on next page >**







## Longtime *Legacy*

(continued)

### Loyalty Drives Business

Customer loyalty has played a part in Yach's Body & Custom, Inc.'s success over the years.

That's why it was a natural fit for Yach III to participate in the my GM Partner Perks loyalty program, which recognizes shops for purchasing GM Genuine Parts and ACDelco products by offering a wide range of benefits – from rewards and incentives to marketing support and resources that boost profitability and productivity.

Yach's Body & Custom, Inc. became a member of the program about four years ago when it became a GM-Certified Collision Repair Facility through the

Collision Repair Network (CRN). When you become a member of CRN, you can receive the benefits of my GM Partner Perks at the Pro Perks ++ level, the highest offering in the program, at no additional cost.

Using the my GM Partner Perks program is just about as easy. “We work with our main GM supplier and, once it's linked up for submitting parts, pretty much everything gets done automatically,” Yach III says.

He adds that the shop is certified by 11 different manufacturers and is in several loyalty programs. While other programs may overcomplicate things, my GM Partner Perks is really easy to understand.

“With GM, every point equals a dollar,” he



## Community Minded

Yach's Body & Custom, Inc. has been in business for almost 70 years, thanks in part to customer loyalty. In return, Yach's has remained dedicated to the community throughout the decades.

says. "I really like the simplicity of the program, and it's always fun when you see those points in there [on the portal]."

## Enjoying Rewards

Yach III mostly uses membership in the program to build up points from GM Genuine Parts and ACDelco purchases. He will then redeem them to order gift cards – rewarding employees for a job well-done or with an anniversary gift.

He's also interested in participating in some other benefits offered through the

loyalty program. As a member, Yach III can take advantage of online and in-person ACDelco training, discounted services for website design and management and social media expertise. There are also subscriptions to diagnostic support sources, software and materials to be used in the shop.

"If there's ever a discount for something you'll utilize, certainly that's a win," Yach III says. "I'm a GM guy, and it's always nice to know we have this partnership." □

*Scan the QR Code*  
to learn more about the  
my GM Partner Perks Program.



## ACDelco Gold and Silver Batteries Emphasize an Absorbent Glass Mat Lineup

# Fully in *Charge*

The demands of modern society have affected a number of elements that make up our day-to-day activities.

Take the typical car battery, for example. With engine technologies such as Stop/Start, comprehensive infotainment communications and sophisticated safety systems, today's battery is asked to power a lot and do so by different means.

With that in mind, ACDelco has expanded its premium Gold and, in particular, value-conscious Silver lines to include a broad coverage of Absorbent Glass Mat (AGM) batteries that complement the traditional flooded, or Sealed Lead Acid, units it already offers.

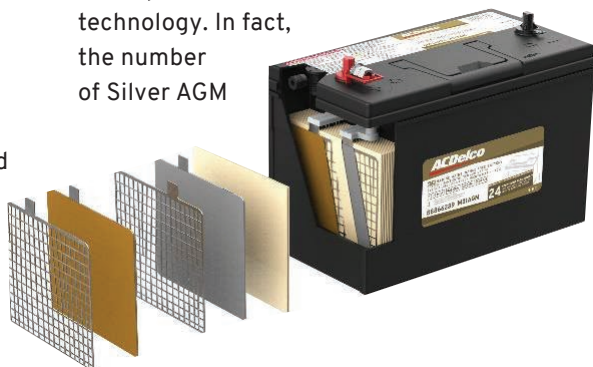
"AGM batteries are increasingly becoming the preferred choice because of their enhanced cycling and charging characteristics," says Kim Plamondon, ACDelco Battery Product Manager. "AGM batteries have high cycling capabilities and high charge acceptance, which help

greatly with higher-demand applications such as Stop/Start technology."

The effectiveness of AGM batteries is due in part to the fact the electrolyte is absorbed into a glass mat that sits between the positive and negative lead plates. They are also tightly packed and compressed to avoid internal cell deterioration and improve vibration resistance.

### Power in Numbers

The ACDelco Silver line of batteries provides customers with an economical alternative, and it is now reflecting the expansion of the AGM technology. In fact, the number of Silver AGM







## Keeping It Current

Electrical devices found in vehicles almost tripled between 2009 and 2019, and are projected to double in 2024 from 2019 figures.\* During this time, power consumption (in terms of kilowatts) has increased nearly twofold.\*

\*Independent study conducted by Clarion 2019 comparing maximum devices in 2019 to minimum devices in 2009; and comparing minimum devices in 2019 to projected maximum devices in 2024.

batteries has grown from two to eight, offering more options and price points.

Both the Silver and Gold AGM lines offer many appealing features that include:

- A polypropylene case for excellent impact durability and chemical resistance
- A heat-sealed cover to help prevent leaks and enhance durability
- A terminal design that resists acid leaks, seepage corrosion and black post
- A valve-regulated system that contains and recombines gases, helping to extend battery performance

- Highly controlled design elements such as grid thickness paste weight, electrolyte fill level and separator sizing that work to ensure reliability.

Each item in the full portfolio of ACDelco AGM and flooded batteries boasts reliable, maintenance-free construction, an ergonomic handle for easy installation and portability, a leak-resistant vent-cap design and flame-arrestor vents to help prevent possible damage from outside sparks. 🔥

Simulated and preproduction model shown throughout.  
Actual production model will vary.



Cadillac XT4  
Premium Luxury

# Luxury+

*Cadillac XT4 brings together high-end comforts and a sleek look with SUV flexibility*

**Balancing the worlds of practicality and luxury**, the 2024 Cadillac XT4 boasts the first refresh of the popular small SUV. It now features a new front fascia, redesigned LED lighting, an all-new wheel lineup, greater connectivity and an impressive suite of safety features. These updates will help owners navigate the road with style and security, and help the XT4 navigate the extremely competitive small-SUV luxury segment. The following represents just a few of the highlights.

## Front and Center

As the updated XT4 approaches, you see changes that both celebrate the Cadillac brand and offer individual touches. Start with the redesigned grille on the Luxury and Premium Luxury models that presents a fresh take on the classic Cadillac chevron, or the uniquely shaped, Gloss Black cells on the Sport trim forming a dynamic parametric pattern. The new front fascia features Cadillac's signature vertical LED lighting with sleek headlamps and daytime running lights. (The rear end also sports similarly distinctive LED taillamps.)





## Sitting Pretty

With an expansive curved 33-inch LED infotainment touchscreen, along with comfortable available heated, cooled and massaging front seats, XT4 owners are truly in control.

Cadillac XT4 offers a new lineup of sharp-looking standard 18-inch and available 20-inch alloy wheels across the vehicle's three trim levels, as well as three new exterior colors: Emerald Lake Metallic, Midnight Sky Metallic and Deep Sea Metallic.<sup>1</sup>

## Making a Connection

The Cadillac XT4's command center for infotainment and safety is an expansive 33-inch diagonal LED touchscreen curving toward the driver in a continuous display bursting with 9K resolution. Google built-in capability<sup>2</sup> will allow drivers to voice text, listen to music, navigate their routes (complete with traffic updates) and even adjust the temperature in the vehicle. An available AKG audio system is designed to provide precise sound, with 14 speakers carefully placed for a truly immersive experience. Other technology that's available on the XT4 includes the

configurable Head-Up Display, which projects key driver information in full color onto the windshield.

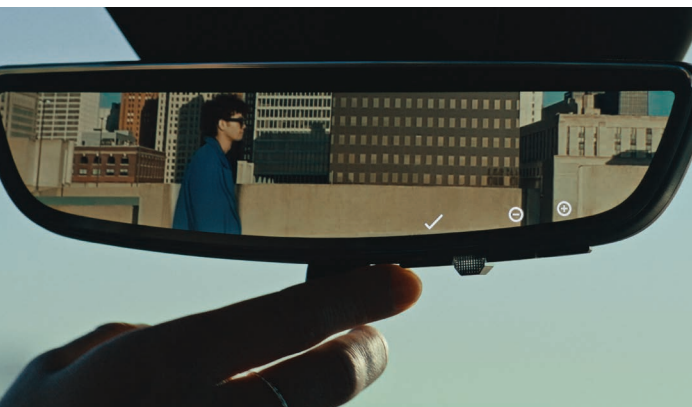
## Interior Design

The inside story on the 2024 Cadillac XT4 is a good one, with a class-leading<sup>3</sup> 39 inches of rear legroom, along with versatile cargo space, thanks to the 60/40 folding rear seats. The cabin features a brushed aluminum décor complemented by contemporary-looking embroidery patterns on the seats and dashboard. Depending on the trim, the XT4 could feature genuine carbon fiber or wood accents (Sport), genuine wood trim (Premium Luxury) or Classic Piano Black appointments. There are also available heated front- and rear-outboard seats, available ventilated front seats<sup>4</sup> and available four-way lumbar massaging front seats.<sup>4</sup>

**Continued on next page >**

1. Late availability. Available at an extra charge. 2. 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, Google Play and Google Maps are trademarks of Google LLC. 3. Based on latest competitive data available. 4. Included and only available with the Comfort and Convenience Package.





### Out in Front

XT4 hopes to leave competitors in the rearview mirror with a suite of impressive safety features and a responsive powertrain.

## Luxury+

(continued)

### Smart and Safe

The XT4 offers a wealth of standard safety features and driver-assistance technology.<sup>1</sup> These features include Blind Zone Steering Assist, Rear Cross Traffic Braking, Following Distance Indicator, HD Rear Vision Camera and Teen Driver.

The Premium Luxury and Sport trims add select available features that include HD Surround Vision, Speed Limit Assist, Traffic Sign Recognition and Enhanced Automatic Emergency Braking.

### In Control

As with the prior incarnation, the XT4 is powered by a 2.0L turbocharged engine that produces 235 horsepower and 258 lb-ft of torque, while also offering an appealing 29 mpg on the highway.<sup>2</sup> XT4 utilizes Active Fuel Management, which shifts the vehicle into a reduced-cylinder operation mode in situations when less power is required. Owners can personalize their journey with the standard Drive Mode Selector, which allows them to tailor the XT4's responses to a variety of road conditions via accelerator-pedal mapping, transmission-shift points and steering effort. ▢

1. 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. 2. EPA-estimated 24 mpg city/29 mpg highway on XT4 front-wheel-drive model with premium fuel.

**A successful repair** not only means returning a vehicle to a customer to their great satisfaction, but also doing so without anyone getting injured in the process. Following established procedures — along with exhibiting commonsense behavior — can greatly increase the likelihood of an incident-free experience in the bay.

ACDelco Training released a number of new courses for 2023, with several focusing specifically on shop safety and its importance to maintain a healthy workplace environment. The following are three courses that illustrate how to perform a repair in a responsible manner. □

**Scan this code**

to access the ACDelco Training Catalog and take these important safety courses.



**Lifting and  
Jacking Safety**  
(Course # SFN4701WB)

This course provides instruction on safely lifting and jacking a GM vehicle when service is needed. It identifies the proper equipment needed to lift and jack a GM vehicle, as well as the correct procedures for servicing vehicles when on a hoist.

**Shop Safety**  
(Course # SFN1901WB)

This web-based training provides the general safety guidance for shop safety, personal protective equipment, fire prevention, tool and equipment safety, and electric vehicle safety. Upon completing this course, participants will be able to recall information pertaining to shop safety regulations, personal protection equipment, fire-prevention procedures and equipment, and tool and equipment safety.

**Rigging & Lifting  
Engines/Transmission**  
(Course # SFN2101WB)

Instruction is given on the overall safety of rigging and lifting engines and transmissions. Technicians will learn to define what rigging and lifting is in terms of these components, recognize the associated safety precautions, and identify the proper equipment and procedures involved in the activity.

# Take Care

**New ACDelco courses emphasize safety-first approach to repairs**




 A man wearing safety glasses and a dark shirt is in the foreground, looking down. In the background, another man in a light blue shirt and safety glasses is standing in a well-lit workshop, looking up at a car that is elevated on a blue hydraulic lift. The car's underside is visible. Large windows in the background show a bright outdoor scene.
 **SHARED**

# EXPERIENCE

## ACDelco instructor develops and delivers training that reflects a lifetime of service

**F**rom basic automotive fundamentals to data communication operation and diagnosis, Keith Glasgow, ACDelco Training's Southeast Regional Instructor, has seen it all.

Actually, the automotive service and repair industry was something he was born into. Glasgow, who has worked with ACDelco and Customer Care & Aftersales for more than 20 years now, grew up in Rockingham, N.C., helping out at his family's general repair facility from the time he was a young kid, often cleaning up parts or retrieving items that rolled under a vehicle — until he became old enough to work a wrench.

That hands-on experience, combined with an endless curiosity and a natural talent for math and science, propelled him into

an automotive career — first as a technician and transmission specialist, then taking over the family business for several years. He's also worked as a college instructor, and as an ACDelco market area service manager and regional supervisor.

One thing that always made an impression on him was the ever-changing industry and need to constantly adapt. He took over the family shop because, when many automotive components became electronic in the 1970s, his father decided to step down along with many others in the industry.

"Every so many years, you have a great leap forward with technologies," Glasgow says. "Each facet of a car now is controlled, in some manner, digitally. That's part of the reason you've

got to keep people engaged and confident that they can handle what they're going to see in the next year or two years."

### A Hands-on Approach

As an ACDelco Training Instructor, Glasgow covers the Southeast Region along with another instructor.

He shares important knowledge with technicians during in-person Instructor-Led Training Courses, Seminars and InShop Training.

Glasgow notes you can never underestimate the power of including hands-on learning in a person's training path. "Automotive people, for a large part, are tactile learners and there's nothing like showing the real thing," he says. "But not everybody speaks the same language about what they do on a car. Trainers have to develop



listening skills and ask questions.”

He also says it’s important to make students a dynamic part of the learning environment and interact with them. “Engagement is everything; you’d be amazed at how that energizes a class,” he adds.

### Next-Gen Technicians

A major challenge that Glasgow currently sees in the industry is a lack of young technicians entering the workforce.

“We don’t have enough young people in our industry,” he says.

“They are so much further ahead on technical execution because they’ve been engaged with technology since they were toddlers. You just have to understand that they need something to anchor the training to their world.”

Glasgow reminds his younger students that, while he’s with them for a day or two, veteran technicians are with them every day and can mentor them in the shop.

“That’s why training is important, to keep people engaged so they don’t flee in fear from our industry,” he says. “And that’s the thrill of it — helping somebody go from a place of uncertainty to a place of confidence.” □

## TOP TIPS FOR TRAINING

*Keith Glasgow, ACDelco Training’s Southeast Regional Instructor, recommends some simple tips for making the most of the ACDelco Training available to shops:*



### Join my GM Partner Perks or take advantage of your existing membership.

There are many courses available to members via the Learning Management System, where you can access online training for employees to brush up on specific topics or build a new foundation.

### Take as many electrical courses as possible.

“We’re moving to a world that might be all electric vehicles, or electric and hybrid. Take electrical until it becomes second nature to you,” Glasgow says. He recommends courses for Electrical/Electronics Stage 1, 2 and 3 — all the fundamentals — through Voltage Drop Testing. If you take an in-person electrical class, there are trainer boards to work with. Also, consider electrical-safety protocol classes, which are important too.

**Evaluate your weaknesses.** Be honest with yourself about skill sets that need work. If you have in-person training coming up, take online fundamental courses that tie into it beforehand, or find training that relates to a recent or upcoming job.

### Take notes before in-person training.

Jot down a few notes about any questions or concerns you’ve had lately to ask the instructor about at training, even if they are unrelated. “If I’m teaching air conditioning for the day and you’ve got a question about a fuel-injection system and I can quickly answer it, I’ll answer it for you,” Glasgow says. “And if I don’t know, we’ll find out and I’ll get you to the right person.”

### Stay attuned to advanced equipment.

If your shop has invested in specialty or advanced equipment that’s only used once in a while, take a primer course periodically so the tool doesn’t start to collect dust in a corner.

**Limit interruptions.** If you have plans to attend training for the day, make sure family and friends know you need to concentrate on it so you’re not responding to calls or texts during the session.

# PREPARED TO PERFORM

ACDelco Gold Ready Struts offer durability, convenience

**Engineered to handle the toughest environments**, proven in real-world testing and designed in an easy-to-install complete assembly. That's ACDelco Gold Ready Struts – now available with 52 new part numbers for more than 50 million GM vehicles.

High-quality ACDelco Gold Ready Struts are manufactured to meet expectations for fit, form and function of GM Original Equipment (OE) parts. The new part numbers add to the product line's increased coverage of many of the most popular vehicles on the road today, including:

- 2007-2018 Chevrolet Silverado 1500 and GMC Sierra 1500
- 2007-2020 Chevrolet Suburban and GMC Yukon XL
- 2007-2021 Chevrolet Tahoe and GMC Yukon
- 2005-2017 Chevrolet Equinox and GMC Terrain
- 2000-2020 Chevrolet Impala

## Built to Perform

The performance of Ready Struts has been established through 10 component and unit tests designed to help ensure structural integrity and deliver proven resilience for a long service life.

Ready Struts use high-carbon steel strut rods that are chrome-plated and feature a durable paint finish to inhibit rust and corrosion. Plus, the micro-finished pressure tube bore provides a smooth operating surface for the piston that helps reduce wear and extends product life.

The durability of Ready Struts was put to the test in the industry standard ASTM-B117 salt-spray test, where it exceeded requirements after being subjected to 240 hours of salt spray.



### Easy to Install

As a complete assembly, Ready Struts include the upper strut mount, bearing, jounce bumper, strut boot, coil spring, spring isolator and MacPherson strut or coil-over shock with spring seat. In addition, the preassembled unit has the vehicle-mounting points and brake-hose brackets already placed in their proper locations.

Because the built-as-one assembly does not require any additional parts or special tools, Ready Struts offer easier and safer installation

than when replacing individual suspension components. For most typical repairs, the preassembled unit can save up to 1-1/2 hours of installation time compared with traditional struts.

ACDelco Gold Ready Struts are backed by GM with a 24-month/unlimited-mile limited warranty, providing customers with the assurance they're getting a long-lasting, high-quality alternative to GM OE parts.\*

\*Warranty 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.

### Selecting the Best Shock or Strut

Need a shock or strut for a specific application? Or, looking for the right shock or strut to get the job done? ACDelco has you covered. In addition to the Gold Ready Struts that feature the complete strut assembly, ACDelco offers a variety of shocks and struts for all types of vehicles and applications, including severe towing and hauling uses.

	GOLD	GOLD	GOLD	GOLD	GOLD	SILVER	SILVER	GOLD
	Ready Strut for Cars & Trucks	Spring Assist Shock	Premium Monotube Shock	Heavy Duty Shock	Rear Air Lift Shock	Gas-Charged Shock	Mid-Grade Gas Charged Shock	Premium Gas Charged Shock & Strut
Automotive OE Replacement	✓					✓	✓	✓
Sport & Off Road			✓					
Historic & Classic Vehicles					✓	✓		
Towing & Hauling: Light & Occasional			✓		✓			
Towing & Hauling: Heavy & Frequent		✓		✓				
Fleet & Last Mile Severe Service				✓				





# PLUGGED—in

## Collision Repair Network establishes BEV guidelines

**T**he automotive industry has been evolving gradually to accommodate the growing number of Battery Electric Vehicles (BEVs) now arriving in service and body shops.

The Collision Repair Network (CRN) recognizes this movement and has added a BEV section to its Program Requirements guidelines to help ensure that participating

facilities are prepared to handle the unique challenges that these vehicles present.

With the new section, CRN addresses the key tooling and training requirements CRN shops must meet to support the program's assertion that EV collision repairs are performed at a certified GM BEV Basic collision center.

Among the tools that CRN facilities need to handle collision repairs are an electric



charging station, insulated hand tools, Class 0 lineman's gloves and an electrical rescue safety hook. They also must have on-vehicle high-voltage signage and other high-voltage visual identifiers.

In addition, each CRN shop must have at least one technician undergo a series of I-CAR courses to earn a certificate of completion for each. The courses cover areas such as electrical theory, high-voltage safety, initial inspections and diagnoses, and EV damage analysis. ■

## The Collision Repair Network

offers the latest tools and information body shops need to do the best possible job. If your shop is interested in applying, scan this QR code to go to the program link under the Offers & Programs tab.

