A Centennial Celebration

History recorded many significant events in 1916, a year when World War I was on everyone’s mind, the National Park Service was founded to preserve U.S. natural resources and a young automotive industry was burgeoning at a rapid pace.

It was also the year that ACDelco’s roots were planted through a unique set of circumstances that would forever change how vehicle parts and service are offered to the driving public.

After a long and memorable history, 2016 marks the 100th anniversary of the brand that is known today as ACDelco. The centennial will be celebrated with several special events, promotions and incentives throughout the year. It’s not every year, after all, that a company can trace its history back an entire century.

It all began when General Motors founder Billy Durant, who had been removed from the company a couple of years earlier, formed the United Motors Corporation (UMC) in 1916. His mission was to bring together several automotive parts manufacturers, including Dayton Engineering Laboratories...
After a harsh winter season, your customers have put their vehicles through a season of cold, snow, ice, salt and slush. As you know, the freezing temperatures and challenging road conditions can take a toll and it’s never too early to start thinking about seasonal vehicle care.

ACDelco also will promote Spring Car Care Month in several ways over the next few months, with several marketing pieces you can use at your shop. Some of these include:

- A Car Care video promoting the event on social media channels such as YouTube, Twitter and Facebook
- Social media posts highlighting special offers and giveaways
- Press releases
- Live read radio scripts made available for you to market your shop (PSC exclusive)
- Updated mastheads on all websites and social channels
- A Car Care Month landing page that leads to a service locator (PSC exclusive)
- Infographic image in a modern format that can be used socially and on site
- Paid social posts for owner targeting on social media
- Online advertising
- Information appearing in consumer publications.

This special centennial anniversary will be commemorated by ACDelco throughout 2016. We will provide a number of ways for you to leverage this milestone and remind your customers of this unique history. Stay tuned for details about how you can participate in the celebration and see the story on page 8 for information on specially branded ACDelco Centennial merchandise available on a new retail website.
Several significant changes have been made to three of ACDelco’s programs that will benefit service centers this year. The ACDelco Professional Service Center (PSC) Program, ACDelco Key Fleet Program (KFLT) Program and ACDelco Regional Service Chain Program all undergo enhancements in 2016.

The **ACDelco PSC Program** helps Independent Service Centers (ISCs) grow their businesses, increase consumer awareness, and improve overall operating efficiency. Updates include:

- New program level names (Premium and Professional), purchase requirements and fees
- A new billing system and re-leveling structure
- New REWARDS structure
- New Image Program
- New ACDelco uniform and apparel
- ACDelco Vehicle Service Contracts and Prepaid Maintenance Plans available to Premium-level PSCs
- New Labor Reimbursement paid at the location’s door rate to be capped at $100 for Premium inside and outside 25 miles and Professional outside 25 miles
- Premium PSCs are eligible for 100 percent subsidy for 10 Foot Wave (unit only)
- Premium PSCs eligible for three no-charge calls/events per month using Diagnostic Hotline
- New Welcome and Renewal Kit content and design.

ACDelco’s **Regional Service Chain (RSC) Program** has been developed to recognize the Regional Service Chains that support the ACDelco proposition and to help them meet the challenges of servicing today’s technically advanced vehicles.

Program highlights to RSC participants include:

- Training - business and technical development for owners and employees
- GM Service Information Subscription Discount
- Bosch Service Tool Discount
- GM Vehicle Supplier Discount
- Online marketing tools through acdelcoadvantage.com
- Online merchandising catalog through acdelco1store.com
- ACDelco e-Business Catalog Solutions
- Consumer Assurance 24 months/24,000 miles
- New Consumer Assurance labor is paid at the location’s door rate capped at $100.

RSCs that increase purchases of ACDelco products are eligible to receive a Business Development Rebate, which means all RSC program participants can earn a 3 percent quarterly rebate check based on ACDelco product purchases from the Direct Account and Alliance Jobber (AJP) suppliers. Beginning in 2016, RSC accounts with 15 percent quarterly growth, year over year for all locations combined will receive a growth incentive of 2 percent of qualifying purchases of ACDelco product from the Direct Account and AJP suppliers.

To learn more about these programs and what they can do for your business, go to acdelcotechconnect.com or speak with your ACDelco representative.
Since 2008, all new passenger cars and light-duty trucks sold in the U.S. are required to have a Tire Pressure Monitoring System (TPMS). Do you know how they work and the different types of components on these systems?

The new ACDelco Tire Pressure Monitoring System seminar (S-SS04-08.01SEM) covers how to diagnose and service TPMS-equipped vehicles.

There are two types of TPMS, each featuring a variety of designs you might find when working on any make or model vehicle. The Indirect System relies on ABS equipment, while the Direct System uses special wheel speed sensors in the wheels.

**INDIRECT SYSTEM**

An Indirect TPMS uses the signals from ABS wheel speed sensors to determine tire pressure based on the rotational speed of the tire. The Electronic Brake Control Module (EBCM) compares these speed signals to determine if any sensor is outside of a predetermined threshold and, if needed, illuminates a warning lamp on the instrument cluster. In the seminar, both the first and second generation types of indirect wheel speed sensors are presented.

In addition, second generation Indirect TPMS must be calibrated each time that a tire or wheel change is made, including as part of tire rotation services. The details about how to perform this calibration are covered in the seminar.

**DIRECT SYSTEM**

A Direct TPMS is based on individual radio-frequency (RF) transmitters in the vehicle wheels. It uses specific hardware components, including a control module, antenna(s), wheel speed sensors or transmitters, and a graphic display in the instrument cluster.

The wheel speed sensors may be unique to the Direct TPMS on a particular vehicle. The TPMS control module must learn the location of the sensors installed on the vehicle in order for the system to operate properly. The seminar reviews how the TPMS control module can Auto-Learn and, in some cases, Auto-Locate, a new sensor.
TPMS Diagnostics
A key part of the seminar includes instructions on how to diagnose TPMS systems using the right tools, including how to use a scan tool to read and clear DTCs, view TPMS serial data and perform programming functions. This all becomes especially important if non-standard wheels or tire sizes are installed on the vehicle.

The “test before you touch” diagnostic process is also covered. This is when you verify the system is operational before beginning any service on the wheels or tires. Special TPMS service kits, described in the course, are available from ACDelco that contain all the components necessary to service TPMS.

Additionally, two methods to remove tires from rims without damaging the sensors are highlighted in the seminar. These tips help prevent turning a small repair like replacing a flat tire into a bigger problem.

Wheel Speed Sensor Learning
After installing one or more new sensors, or after rotating tires, it’s often necessary to perform a learning or training procedure for the sensors. There are several methods used by manufacturers that are covered in the seminar. The sensor learning concept can include Manual-Learn with a TPMS tool, OBD with a TPMS tool, or Auto-Learn.

The seminar also provides several real-world case histories that demonstrate how to service the different types of systems, modules and sensors.

Contact your local ACDelco distributor for more information about when the Tire Pressure Monitoring System seminar will be scheduled in your area. To enroll in other ACDelco training courses, go to www.acdelcotechconnect.com and click the Training tab.

IN THE NEWS

ACDelco Rolls Out 2016 Spark Plug Rebate

Consumers who purchase select ACDelco spark plugs throughout 2016 are eligible for a rebate during the upcoming calendar year. ACDelco’s “Spark Some Savings” program offers customers an opportunity to apply for rebates based on qualified purchases made at a retail store or through a professional installer through Dec. 31.

Rebates are distributed according to the following scale:

<table>
<thead>
<tr>
<th>SPARK PLUG</th>
<th>REBATE PER PLUG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Iridium</td>
<td>$2</td>
</tr>
<tr>
<td>Professional Double Platinum</td>
<td>$1.50</td>
</tr>
<tr>
<td>Rapidfire Performance Single Platinum</td>
<td>$1 per</td>
</tr>
<tr>
<td>Professional Conventional</td>
<td>$.50</td>
</tr>
</tbody>
</table>

A minimum purchase of four spark plugs is required; a maximum of 16 spark plugs per household is allowed. Customer rebates cannot exceed $32.

Rebate pads are available on the acdelco1store.com (Item #41-FM-0021-16). They are also accessible for download on ACDelco.com and acdelcotechconnect.com. See Bulletin 15D-135 for more information.
ACDelco Video Tutorials Assist Independent Service Centers Around the Country

Multiple Diagnostic Interface (MDI) tutorials have been a popular resource for countless aftermarket repair shops across North America. From describing how to install the MDI Manager software to updating its firmware, these videos help customers navigate common MDI essentials.

Once the software is installed, understanding how to set up MDI communications or recover the MDI in the event of an internal software failure is critical. It’s important to know what to do if you lose power to the unit or lose communications to the USB port.

The MDI is General Motors’ preferred tool for working on GM vehicles because it is specifically designed and tested by GM engineers for diagnosing and repairing GM electronic systems. The MDI is intended for use with the Techline Information System (TIS2Web) software applications:

- Service Programming System (SPS)
- Global Diagnostics System 2 (GDS 2)
- Tech2Win Diagnostic System
- Data Bus Diagnostic Tool.

You can purchase an OEM authentic GM MDI online at gmdesolutions.com or call 1-800-GMTOOLS. Visit gmtis2webhowto.com to view the full suite of TIS2Web tutorials, which are available at no charge. GMSi and TIS2Web software applications are accessible via a web-based subscription service. For more information regarding TIS2Web, go to acdelcotechconnect.com or subscribe now at www.acdelcotds.com.

Training Update

New 2016 Training Course Catalog

The 2016 ACDelco Training Course Catalog is available on the main page of the training website. No need to log in. Simply click the link on the right side of the page to view a PDF of the latest training catalog.

The new 2016 catalog includes all of ACDelco’s training offerings, including technical training, business training and service consultant training information. It also describes each of the various course delivery methods, so you can choose the right training for you, as well as explains how easy it is to enroll in a course or view web-based training.
ACDelco has released 77 Professional Window Regulators and Motors, which are competitively priced for GM and non-GM applications. These additional part numbers cover application model years 1995-2012 for GM, Ford, Chrysler, Toyota, BMW, Nissan, Honda, Audi, Hyundai, Mazda, Volkswagen, Mercedes and Acura vehicles.

With this expansion, ACDelco now offers more than 1,990 part numbers in Line 11, covering 92 percent of GM Vehicles in Operation (VIOs) and 77 percent of non-GM VIOs. Professional window regulators and motors are covered by a 12-month/12,000-mile limited warranty.

Buick Avista Concept Rekindles Performance Legacy

At the North American International Auto Show in Detroit last month, Buick unveiled the Avista concept vehicle – a sports coupe with a classic “2+2” configuration.

Based on the architecture that underpins the new 2016 Chevrolet Camaro and Cadillac ATS, the rear-wheel-drive Avista is powered by a 400-horsepower twin-turbocharged V-6 engine. The turbo V-6 harks back to Buick’s performance heritage of the 1980s, with vehicles such as the Grand National and the GNX.

More than performance, the Avista is distinguished with sleek, sweeping and uninterrupted body lines stretching front to rear. The absence of conventional B-pillars between the doors and rear side windows enhances the flowing profile. Like the exterior, the Avista’s 2+2 interior is defined by flowing, uninterrupted lines conveying elegance through simplicity – with intense technical and surfaces details, in everything from 3D-printed door and seat trim to a future vision of Buick’s IntelliLink with touchscreen controls on a widescreen instrument panel display.

The center console also incorporates touchscreen controls and extends to the rear seating area. Open side storage compartments built into the front of the console are enabled by the new Electronic Precision Shift, similar to the 2017 LaCrosse.

Time will tell if this concept vehicle makes the transition to production-vehicle reality, but it’s great to see Buick advancing its performance legacy.

FAST FACT: Only 547 examples of the 1987 Buick GNX were built. It was one the quickest cars of its day, thanks to a special version of the brand’s 3.8L turbo V-6.
ACDelco technical tips provide repair information about specific conditions on a variety of vehicles. If you have a tough or unusual service repair, the Diagnostic Hotline can help. Call 1-800-825-5886, prompt #2, from 8 a.m. to 8 p.m. ET Monday–Friday, to speak with a technical expert with the latest OEM information.

For free technical assistance and product information regarding specific ACDelco products, contact these toll-free information hotlines staffed by ASE-certified technicians:

- **Brakes**
  1-888-701-6169 (prompt #1)
- **Chassis & ReadyStruts**
  1-800-270-2124
- **Lift Supports**
  1-800-790-5438
- **Shocks**
  1-877-466-7752
- **Starters & Alternators (New)**
  1-800-854-0076
- **Starters & Alternators (Reman)**
  1-800-228-9672
- **Steering**
  1-855-451-1212
- **Wiper Blades**
  1-800-810-7096

**ACDelco** has expanded its Professional Aftermarket Water Pump Line for all makes with the introduction of 10 new water pumps. Outstanding quality attributes of the new water pumps include a design with the same fit, form, function of OE water pumps; heat-treated shafts and high-quality bearings that are permanently sealed and lubricated.

These additional SKUs represent 1,513 additional vehicle applications for GM and non-GM vehicles. Please note, part number 19325605 (252-962) replaces 19195148 (252-889).

**New Website Offers ACDelco-Licensed Products to Consumers**

A new ACDelco retail website allows customers to purchase officially licensed ACDelco-branded products for the first time ever, offering exciting merchandise to the general public and making the brand even more accessible.

The website, acdelcoshop.com, was launched this month and is intended to increase purchase consideration, availability and the sale of ACDelco products for do-it-yourself consumers and trade business. The site features an expanded product portfolio and includes:

- Apparel
- Tools
- Garage items
- Home/office products
- Outside gear.

Items highlighted on acdelcoshop.com feature regular ACDelco logos, exclusive heritage-style merchandise using historical signs and advertisements and products with this year’s ACDelco Centennial logo. Each month in 2016, a unique or premium item with the Centennial logo will be featured to celebrate the company’s 100th anniversary and to drive return visitor traffic.

Shoppers can use promo code ACDELCO10 to receive 10 percent off in February.

Beginning in March, a majority of the ACDelco-licensed products on acdelcoshop.com will also be listed on the ACDelco1Store that is utilized by General Motors-affiliated users for a convenient one-stop shopping experience. Licensed product items shown on the ACDelco1Store are also designated with a special call-out to identify it as an item available on the acdelcoshop.com website for non-GM affiliated friends and family to purchase at retail.

The new retail website features many high-quality, unique items. Be sure to check it out and let your customers know about the exciting online addition.

**Ten New Water Pumps Added to ACDelco’s Professional Aftermarket Line**

ACDelco covers 93 percent of GM and non-GM water pump applications with more than 700 total part numbers. Professional water pumps are covered by a 12-month/12,000-mile limited warranty.
Loss of Power Steering Assist From Improper Jump-Starting


A blown or failed power steering fuse caused by improper jump-starting may result in a loss of power steering assist, a hard to steer condition and a “Service Power Steering” message on the Driver Information Center.

The power steering fuse is located on the edge of the underhood Bussed Electrical Center between two threaded studs. Check for continuity using a digital multimeter or continuity tester to determine if the fuse is open. If the fuse element is broken, replace the fuse. Be sure to tighten the fasteners to specification when installing the new fuse. When jump-starting a vehicle with a dead battery, be sure to use the proper ground point located underhood. The underhood Bussed Electrical Center cover should not be removed during a jump start.

Refer to the latest version of GM #PI1521 for additional information.

Hard Transmission Shifts


Several conditions may be present on these models, including an illuminated Service Engine Soon lamp, reduced engine power, no start, multiple illuminated warning lamps on the instrument cluster, the door locks cycling while driving and hard transmission shifts. The Transmission Control Module (TCM) or Engine Control Module (ECM) also may not communicate with the scan tool.

In addition, several DTCs may be set, such as C0242 (ECM Indicated TCS Malfunction), P0615 (Starter Relay Control Circuit), P2544 (Transmission Torque Request Circuit), U0073 (Controller Area Network Bus Communication), U0100 (Loss of Communication with ECM/PCM) and others.

Check the transmission connector X1 terminal connections for unseated pins if any of these conditions are present.

Carefully tug on each wire to ensure the pins are fully seated. A side load on the wires may cause a false positive lock. Repair the connections as necessary.

On Cadillac ATS and CTS models, also inspect the harness securing bracket located on the passenger-side of the vehicle where the transmission bell housing is attached to the engine block. The harness should hang below the bracket. Inspect the harness for any chafing on the bracket.

GM Original Equipment Transfer Cases Now Available to ACDelco

ACDelco now offers General Motors OE transfer cases, top-quality supplied parts that are not available from any other source. Designed to fit and operate correctly right from the start, each part is equal in quality to GM OE equipment and designed according to the OE engineering and manufacturing standards.

Key features of the transfer case include:

- Plug and Play installation, which saves time
- Light Duty, Heavy Duty and Super Heavy Duty availability
- Calibration that matches the vehicle with exact specifications
- The latest GM Engineering enhancements.

The OE transfer cases cover model years 1999–2007. A 36-month/100,000 limited-mile warranty, whichever comes first, is included with purchase.
ASE Changes the L1 Certification Test

ASE has announced upcoming changes to the test content of the Advanced Engine Performance Specialist Certification Test (L1). The test focuses on the diagnosis of sophisticated driveability and emissions-related conditions, including computerized powertrain controls (such as OBD II), ignition system, fuel and air induction systems, emission control systems, and I/M test failures.

Many of the updated test questions will be based on a new sample vehicle equipped with a composite powertrain control system featuring computerized engine control technology used by most manufacturers.

To address these changes, a new Composite Vehicle Type 4 (CV4) Reference Booklet is now available. The Reference Booklet is provided both before and at the time of testing. It can be downloaded from the ASE website.

Because of the significant change in L1 test content, the delivery of test results will be delayed between January and June 2016.

In some cases, a technician’s job or job title may be impacted when an L1 certification expires. Should there be an impact to work status, technicians are advised to consider taking the L1 recertification test as soon as possible.

No Start Condition From Seat Bracket Contacting Rear Electrical Center

2008–2011 Buick Lucerne

A no start or stalling condition may be due to the rear seat bottom frame contacting the rear electrical center cover. The contact results in varying amounts of deflection of the fuel pump relay, which causes potential wear of the male terminals on the fuel pump relay.

To correct this condition, install a low profile fuel pump relay and remove material from the driver-side rear seat bottom frame mounting bracket.

The rear electrical center is located below the rear seat bottom cushion. Disconnect the battery before replacing the fuel pump relay in the fuse block with a new low profile fuel pump relay.

Modify the seat frame mounting bracket, with the rear seat cushion on a bench, by cutting off 5 mm from each edge of the right side seat mounting bracket. File any rough edges and reinstall the rear seat cushion.

Refer to GM bulletin #15-NA-051 for additional information.
Perform a Service Bulletin search for a 2015 GM model in Service Information and you may notice that the bulletin numbers in the search results look a little different. You'll see a bulletin number such as #15-NA-28 as well as more familiar looking numbers such as #15-06-03-001A. Recently, General Motors changed the bulletin numbering system for all new bulletins in North America to commonize the system with other GM regions.

The new Service Bulletin numbering system only affects 2015 calendar year and later bulletins. Older bulletins will not be updated with the new numbering system.

Here's what the new numbering system means:

- The first two places specify the calendar year in which the bulletin was authored. For example, 15 indicates the 2015 calendar year.
- The third and fourth places designate the region where the bulletin was authored. Bulletins that are written in North America have a region code of NA.
- The last three places are the sequencing code. Each region uses its own sequence number.

If a Service Bulletin is revised for any reason, its number will now remain the same. There will no longer be a letter after the bulletin number to indicate an update. Instead, a version number will be added at the bottom of the bulletin along with a statement explaining what was modified.

In addition to the bulletin number, the format of the bulletin itself has changed. The models affected by the bulletin are now listed in a table, broken down by Brand, Model, Model Year, VIN, Engine and Transmission. The table format makes it easy to quickly identify the models and components involved.

Additional information that may be included in the new bulletins cover the Condition, Production, Correction, Service Procedure, Parts Information, Warranty Information, Version and Bulletin Modification.

Global Numbering Example:

![Diagram showing the breakdown of the new bulletin number format with arrows labeled: Calendar Year, Authoring Region Code, Sequence Number. The format is "15-NA-001".](image)
The following ILT courses are currently being scheduled:

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Name</th>
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<tbody>
<tr>
<td>S-AC07-02.01ILT</td>
<td>Automotive Air Conditioning Advanced Refrigerant System Diagnostics</td>
</tr>
<tr>
<td>S-AC07-03.01ILT</td>
<td>HVAC Control System Operation and Diagnostics</td>
</tr>
<tr>
<td>S-AC07-04.01ILT</td>
<td>HVAC Diagnosis and Service – “You’re getting hotter, Nope now you’re cold – Get comfortable with HVAC Diagnostics”</td>
</tr>
<tr>
<td>S-BK05-01.01ILT</td>
<td>Braking Systems</td>
</tr>
<tr>
<td>S-BK05-02.01ILT</td>
<td>ABS Operation and Diagnosis</td>
</tr>
<tr>
<td>S-BK05-03.01ILT</td>
<td>Electronic Brake and Chassis Controls: Is the vehicle really smarter than the driver?</td>
</tr>
<tr>
<td>S-DS11-02.01ILT</td>
<td>Service Programming – Flash or Pass: Don’t pass up potential customers!</td>
</tr>
<tr>
<td>S-DS11-03.01ILT</td>
<td>Diagnostics GPS – “Is the path from Symptom to System to Repair, leading you in circles?”</td>
</tr>
<tr>
<td>S-DS11-13.01ILT</td>
<td>Vehicle Network Communications: When modules talk, who is really listening?</td>
</tr>
<tr>
<td>S-EL06-04.02ILT</td>
<td>Network Communication Diagnosis</td>
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<td>S-EL06-10.02ILT</td>
<td>Electrical Power Management</td>
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<td>Body Electrical Global Diagnostics</td>
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<td>S-EL06-14.01ILT</td>
<td>Advanced Body Control System Electrical Diagnostics</td>
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<td>S-EL06-17.01ILT</td>
<td>Electrical Diagnostics: Chasing Lost Electrons</td>
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<td>S-EM01-01.01ILT</td>
<td>Valvetrain Controls: Are they phasing you?</td>
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<td>S-EP08-02.01ILT</td>
<td>Engine Performance Computer Controls and Ignition System Diagnostics</td>
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<td>S-EP08-03.01ILT</td>
<td>Engine Performance Air Induction and Fuel System Diagnostics</td>
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<td>S-EP08-04.01ILT</td>
<td>Engine Performance Fault Monitoring and Emission System Diagnostics</td>
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<td>S-EP08-05.01ILT</td>
<td>Engine Performance Advanced Drivability Diagnostics</td>
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<tr>
<td>S-EP08-06.01ILT</td>
<td>After Combustion Sensors: Is what is in the exhaust making your engine run rough?</td>
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<td>S-EP08-07.01ILT</td>
<td>Air Induction and Fuel Injection Systems</td>
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<tr>
<td>S-EP08-08.02ILT</td>
<td>Evaporative Emissions Controls: Why is there always a code but never a leak we can find?</td>
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<tr>
<td>S-EP08-09.01ILT</td>
<td>Spark Generation: Is a lack of spark sending you up in flames?</td>
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<tr>
<td>S-EP08-10.01ILT</td>
<td>Direct Injection</td>
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<tr>
<td>S-EP08-81.02ILT</td>
<td>Duramax Diesel Operation and Diagnosis</td>
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