

Repair Insights

FOR INDEPENDENT BODY SHOPS

DEC 2015 – JAN 2016



GENUINE PARTS

2016 CADILLAC CT6 Cadillac Aluminum Body Repair Network to Include Independent Shops



MyPriceLink

Breaking News:

GM's MyPriceLink Program Now Live!



gmrepairinsights.com

 GENUINE PARTS

GM REPAIR INSIGHTS MAGAZINE

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by Timothy Sramcik

Cadillac Debuts Aluminum Repair Program

Some very fortunate GM customers will be giving a new home to the Cadillac CT6 sedan after it hits showrooms in early 2016. Some nearly-as-fortunate shops will have the opportunity to work on the all new model as part of a nationwide aluminum repair program.

The latest Cadillac to fly the luxury line's flag, the CT6 features a cutting-edge 64 percent aluminum body structure utilizing 13 aluminum castings and stamped bodywork. To ensure this sophisticated engineering receives only top notch service, GM has begun setting up the Cadillac Aluminum Repair Network.

Departing from similar OEM repair programs, Cadillac's does not require a dealer sponsor, just the proven ability to perform dedicated, quality work. Access to CT6 structural parts will be restricted to participating shops.

How do independent shops get involved?

Interested repairers can enroll by contacting Axalta at 1-844-545-6107 or by e-mail at cadillacnetwork@axaltacs.com. From there, they must meet the program's participation criteria. This includes obtaining either I-CAR Gold or VeriFacts VQ facility status and meeting tech training requirements through I-CAR and GM courses. Web-based direction is available for estimators.

Qualified shops also will provide an isolated/curtained

aluminum repair area, along with specific tools and equipment. An aluminum MIG welder and dent repair kit, structural riveting tools and frame bench are all required.

Repairers too must satisfy requirements for validated repair processing—from planning to cosmetic and body work through the final review—and pass yearly audits.

Those meeting approval receive special signage and Cadillac marketing materials. Better still, they're prepared to handle the prestigious flagship sedan when it steams into their ports.

The new year is shaping up great for Cadillac customers and the special shops that service these legendary vehicles.

CADILLAC CT6 MIXED-MATERIAL STRUCTURE



Welcome to MyPriceLinkSM

powered by OEC

On December 1, General Motors officially rolled out MyPriceLink across the U.S. MyPriceLink automatically loads real-time prices for Genuine GM Parts through the industry's most popular estimating systems.

Almost a year ago, GM was applauded for its new list price strategy by all stakeholders. However, the stakeholders asked GM to pause, listen and re-evaluate its implementation approach as it was seen as too disruptive.

The result: GM has made good on its promise to deliver a seamless, uninterrupted workflow experience, and MyPriceLink is now integrated with all of the major estimating systems.

MyPriceLink supported by the major estimating systems.

- ✓ Audatex Estimating
- ✓ CCC ONE[®] Estimating
- ✓ Comp-Est
- ✓ Mitchell Estimating
- ✓ Web-Est

If you have questions regarding your specific estimating system, please contact them directly.

Not using a supported estimating system? No problem.

You may access MyPriceLink pricing by registering for CollisionLink Shop in CollisionLinkShop.com. Registration is free.

You can always find the latest information on MyPriceLink.com.

Shop/Fleet FAQ

Q. When does this start?

MyPriceLink launched nationally on December 1, 2015. Now List and Trade prices for GM collision parts in all systems using GM's price tape read \$0 unless the system is integrated with OEConnection.

Q. Is MyPriceLink available in Canada?

No. Right now, MyPriceLink is only available to collision shops and fleets in the United States.

Q. Do I need to install anything to get prices?

Most estimating systems are integrated with MyPriceLink, which means your current processes will not change. If your system is not integrated, CollisionLink Shop can be used to view MyPriceLink prices either by importing estimates (requires a small download) or using the MyPriceLink Price Look-up Tool (no download required).

Q. Which Collision Estimating Systems integrate with OEConnection to get MyPriceLink prices?

- ✓ Audatex Estimating
- ✓ CCC ONE® Estimating
- ✓ Comp-Est® Estimating
- ✓ Mitchell Estimating
- ✓ Web-Est

Q. Is it possible for the same part number to have different MyPriceLink prices on different estimates?

Yes. MyPriceLink enables real-time pricing up front in the estimate based on market conditions at the time the estimate is written.

Q. Can body shops get a MyPriceLink price other than through their estimating system?

Yes. A MyPriceLink Price Look-up Tool is accessible in CollisionLinkShop.com.

Q. Where can I go for training and support?

Training documentation for your collision estimating system is available through your CES provider.

Shops and Fleets using CollisionLink Shop can view training and help documentation in the OEConnection Support Center, using the link at the top right of CollisionLink Shop.

by Tom Zind

Some GM Truck Replacement Headlamp Assemblies Now Paint-Friendly

Primed, Separated Part Kits Mean Faster, Better Painting

GM is expanding a paint-friendly replacement parts program to include body color-painted headlamp assemblies for Chevrolet full-size pickup trucks.

Now, rather than supplying an assembled headlamp, GM is offering headlamp replacement kits for all Chevrolet 2015 and 2016 light- and heavy-duty trucks. The kits consist of loose trim parts of the headlamp that can be easily reassembled after painting. The “loose kit” strategy promotes a better, faster paint job with no masking and paint wrap to ensure topcoat durability.

Less Masking, Quicker, Better Results

Working with separated components, techs no longer need to spend time masking off sections of a fully assembled part or worry about the tedious job of getting a clean paint edge. Instead, they just take the factory-primed paintable bezel components to the paint booth and apply the desired topcoat color. When the paint work is complete, trim components are simply assembled to the lamp and the lamp assembly is then ready for installation.

In the original, fully assembled form, these headlamps are a challenge to paint. By design, the trim bezel (chrome or painted areas) tightly met up with the polycarbonate headlamp lens. Loose-kit headlamp assemblies eliminate



Headlamps for full sized trucks

the need for masking and ensure first-time best fit for trim installation.

GM's commitment to paint-friendly service parts kits will translate to not only faster, but better repair jobs, according to Jason Macco, Service Engineering Team Leader Vehicle Exteriors for GM Customer Care and Aftersales.

“The service engineering team thought a lot about the needs of the collision repair tech, and came up with a strategy that removes much of the time and hassle from working with complex parts and assemblies,” he says. “Our goal with these new kits was to ensure an OEM-quality finish and an undetectable repair for the customer.”

Other collision replacement parts GM offers in similar kit form include select side view mirrors, door handles, front grilles, front fascia and spoiler assemblies.

Kits Simplify Parts Ordering

Each Genuine GM loose-kit carries a distinct part number, simplifying the ordering process. With this new parts strategy, technicians and customers can be confident that they're getting all the parts needed in a manner to quickly and professionally complete long-lasting repairs.

GM showcased its paint-friendly parts program at the Specialty Equipment Market Association (SEMA) show in Las Vegas, Nov 3-6. For this year's NACE-CARS show, Jason Macco and his team produced a video in which they explained the value of working with kits for headlamps, door handles and mirrors. Follow this link to view the video: <https://vimeo.com/babcoxtv/gmnace2015>.



GM loose kit. Headlamp and door handle kits are also available.

by Timothy Sramcik

Super Strong Adhesives Redefine How GM Vehicles are Designed and Repaired

What's New

Impact resistant adhesives are an entirely new category of super strong epoxies that provide GM vehicles with significant upgrades in safety and driveability.

How They Work

These adhesives are a central part of the engineering of most 2015 and newer GM vehicles. As their name implies, they're designed to resist collision impacts. They provide added structural durability for increased protection of both passengers and the vehicle itself. A stiffer vehicle chassis also cuts noise and provides a noticeably improved ride. These adhesives do not become brittle, nor do they lose strength over time.

Where They Work

Impact resistant adhesives allow engineers to create stronger, more complete bonds between parts. They replace many traditional adhesives and sealers and work with mechanical bonds and welds in areas where adhesives previously weren't applied. These include: front and rear, upper and lower rail attachments; inner and outer rocker panel joints and all occupant compartment framing.

Collision Repair Considerations

When an impact resistant adhesive is removed or damaged, it always must be replaced with the same adhesive type. If another adhesive is substituted, the vehicle will not be returned to pre-accident condition. Safety could be compromised and a drop-off in driveability will be apparent.

Application Instructions

Impact resistant adhesives are relatively easy to apply. The following steps provide the basis for most repairs:

Step 1: Using 60-grit paper, sand away only the e-coat to reveal the bare surface.

Step 2: Spread a thin coat of adhesive on the bonding flanges and anywhere else the e-coat was removed and will not be refinished.

Step 3: Apply another layer of adhesive on top of the first. Note that the adhesive contains glass beads for bond-line control.

Step 4: Clamp components together and be sure to use structural rivets, such as 11519023 (where specified) or Flow Form Rivets (where specified) to mechanically fasten all mating surfaces to the vehicle.

Step 5: Skive joints to remove excess adhesive (as required) and use a recommended solvent such as a wax and grease remover to wipe the area clean. Doing so allows sealing and refinishing before the adhesive attains full cure.



Lord Fusor 2098

Ashland Pliogrip 5770P

3M Impact Resistant Structural Adhesive

Repair Notes

Impact resistant adhesives will bond to bare, coated and e-coated metals. They bond best, however, to freshly abraded aluminum. Resistance spot welding should be conducted only through uncured adhesive.

Rivet bonding can be used where resistance spot welding cannot be accessed.

Ambient temperature cure times tend to be longer than other adhesives, but can be shortened with infrared lamps. Temperatures, however, must be kept below 350° F.

Product Insight

During product development and testing, GM engineers drove two new Cadillac ATS models. One featured the new adhesives; the other did not. The testing crew reported that the difference in ride quality was comparable to the variation between a luxury automobile and an entry-level compact. The study indicated that it will be essential for technicians repairing collision-damaged vehicles to use suitable adhesives, says Bob Hiser, Advanced Serviceability of Design Engineer at General Motors.

General Motors has created General Specification GMW16252, which is a structural adhesive performance guideline for the bonding of metallic substrate for aftermarket use. It is the intention and purpose of this guideline to provide a test protocol for evaluation of adhesive systems that could be utilized in service repair of vehicles.

The adhesives listed below may be used in service to bond replacement body panels (door, deck lid, hood or roof skins) as an option to, or in conjunction with welding, rivets or other mechanical attachment means. These adhesive systems may also be used in service to bond other automotive parts such as structural components, reinforcements and body rails. Be sure to follow the adhesive manufacturer's prep, application and curing instructions for each use.

- Fusor 2098
- 3M IRSA (07333)
- Ashland Pliogrip 5770



Cadillac Extends the Top of its Range with CT6

“The CT6 is nothing less than an entirely new approach to premium luxury – and an approach only Cadillac can offer,” said Johan de Nysschen, president of Cadillac. “It is a bold endeavor with unmatched dynamism that reignites a passion for driving in large luxury vehicles. In short, it is prestige luxury reimagined.”

Cadillac CT6 takes drivers to a higher threshold of involvement, with technologies that make them more aware of their surroundings, chassis systems – including active technologies – that make the most of control in all conditions, and powertrains led by an all-new Cadillac Twin Turbo engine that rewards with stirring power on demand. Passengers are ensconced in the brand’s ultimate expression of comfort, luxury and connectivity.

The CT6 features one of the industry’s most advanced automotive body structures, an aluminum-intensive

architecture that incorporates 11 different materials to achieve strength, performance and efficiency thresholds practically unmatched among the world’s elite luxury performance sedans.

It is one of the world’s lightest and most agile full-size luxury performance sedans, with dimensions and spaciousness on par with BMW’s short-wheelbase 7-Series, but the approximate weight, agility and efficiency of the smaller Cadillac CTS – which is lighter than a BMW 5-Series. The CT6 is lighter than the BMW 5-Series, 6-Series and Mercedes-Benz E-Class.

“We reinvented the approach to structural underpinnings in the quest to develop a unique formula for the prestige luxury performance sedan,” said de Nysschen. “Melding that new approach with the dynamics conveyed in our other award-winning rear-driven sedans – including V-Series – results in something that has been lost in the segment: the exhilaration of a true driver’s car.”

“The CT6 is nothing less than an entirely new approach to premium luxury – and an approach only Cadillac can offer.”

*Johan de Nysschen,
president of Cadillac*



For more photos and to read the rest of the 2016 Cadillac CT6 story, go to gmrepairinsights.com

2016 Cadillac CTS Repair Procedure

Even though the Cadillac CTS is a new vehicle, service and repair information resources are a click away at www.gmtechinfo.com – *Electronic Service Information*. Technicians and shop owners can log on to the site to gain access to subscription services for service procedures and repair manuals. A complete Service Manual is accessible 24/7 through a subscription to the site. Free collision repair procedures will soon be available for the vehicles by going to www.genuinegmparts.com.

Rear Wheelhouse Inner Panel Replacement

Removal Procedure

Warning: Refer to Approved Equipment for Collision Repair Warning.

Warning: Refer to Foam Sound Deadeners Warning.

Warning: Refer to Battery Disconnect Warning.

1 Disable the SIR system and then disconnect the negative battery cable. Refer to *SIR Disabling and Enabling*.

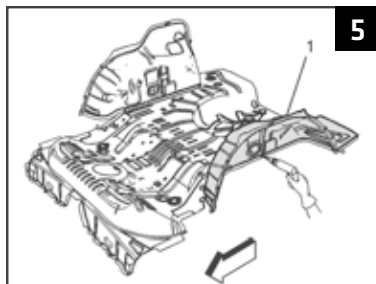
2 Remove all related panels and components.

3 Repair as much of the damaged area as possible. Refer to *Dimensions - Body*.

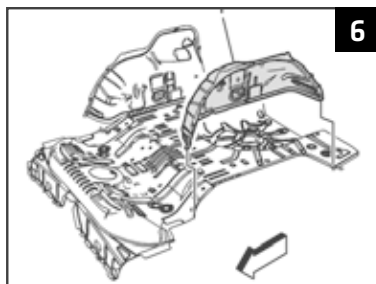
4 Remove the sealers and anti-corrosion materials from the repair area, as necessary. Refer to *Anti-Corrosion Treatment and Repair*.

Note: Record the number and location of welds for installation of the service assembly.

5 Remove all the necessary factory welds (1).



6 Remove the rear inner wheelhouse (1).



Installation Procedure

1 Prepare all mating surfaces for welding as necessary (1).

2 Apply Weld-Thru Coating to all mating surfaces. Refer to *Anti-Corrosion Treatment and Repair*.

3 Position the rear inner wheelhouse to the vehicle (1).

4 Weld accordingly at the original weld locations.

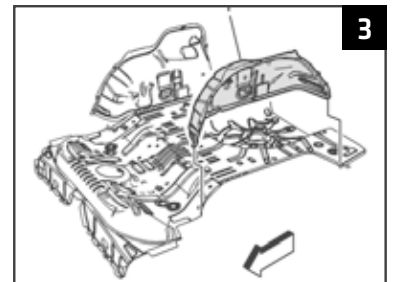
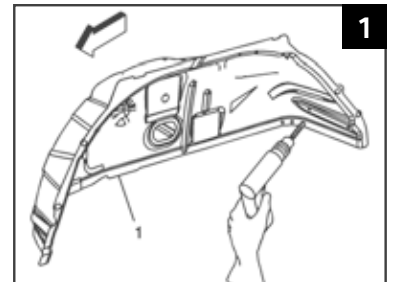
5 Clean all of the welded surfaces.

6 Apply the sealers and anti-corrosion materials to the repair area, as necessary. Refer to *Anti-Corrosion Treatment and Repair*.

7 Paint the repaired area. Refer to *Basecoat/Clearcoat Paint Systems*.

8 Install all of the related panels and components.

9 Enable the SIR system and then connect the negative battery cable. Refer to *SIR Disabling and Enabling*.



by Timothy Sramcik

Cold Weather Produces Hot Genuine GM Rewards for Maine Shop Owners

An old saying declares that a happy spouse is the key to a happy life. Genuine GM Rewards and parts are helping this ring true for some Maine shop owners.

Lori Holmes, co-owner with husband Mitch of Aroostook Auto Tech in Houlton, Maine, recently treated herself to a new iPad after redeeming her Rewards points. Mitch didn't mind being left out of the transaction. He's basking in the other benefits of doing business with GM Parts.

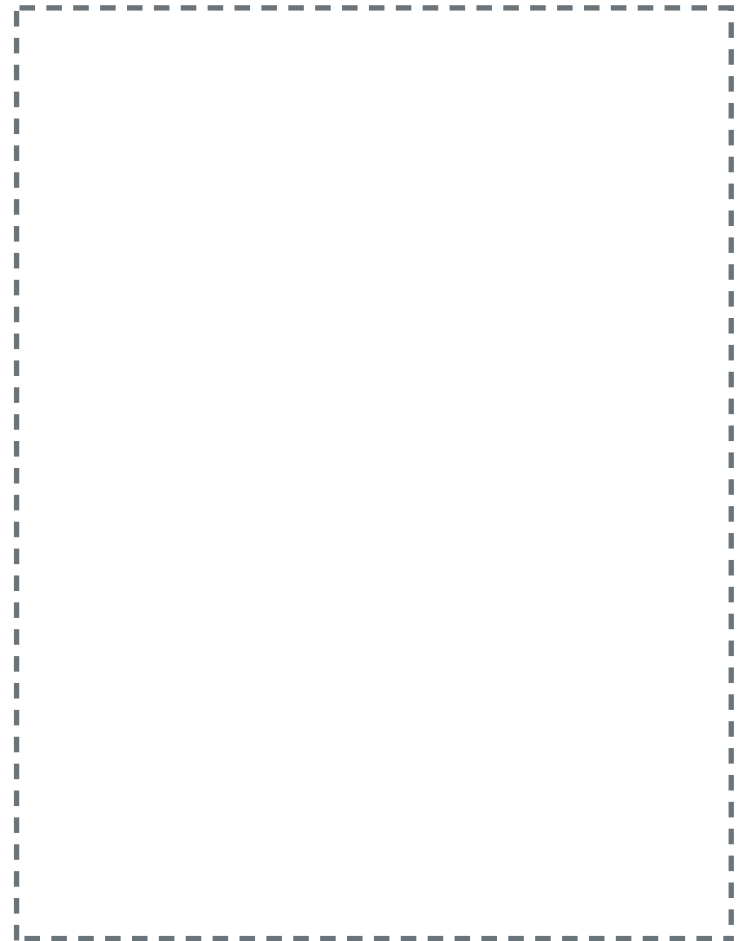
"They provide a 3-year, 100,000-mile warranty that covers both parts and labor," says Mitch. "That gives me a tremendous amount of comfort."

A big part of that comfort is the confidence that comes with using parts that keep hardworking customers on the job. Sitting in the midst of timber country and the Snow Belt, Aroostook Auto Tech does big business replacing pickup truck engines and transmissions used for hauling and plowing.

Just last year, the season's first storm dumped 18 inches of snow in the area. When Mitch pulled into work the following morning, seven plows already were lined up needing service. None could afford to be left waiting around for repairs.

Quick Deliveries Get Customers Back on the Road

For Mitch, that was no problem. "Our parts dealer is 120 miles away but can get us anything we need either that day or by the next morning," he says. "We always get excellent service."



To read the rest of the Genuine GM Rewards story, go to gmrepairsights.com



GENUINE PARTS

CLIP AND PLACE BY YOUR TELEPHONE OR COMPUTER

Give us a call for Genuine GM Parts and associated collision repair parts. All at one convenient location.