

JULY • AUGUST, 2009

Genuine  | Parts

Movin' Parts

# PROFIT MAKERS

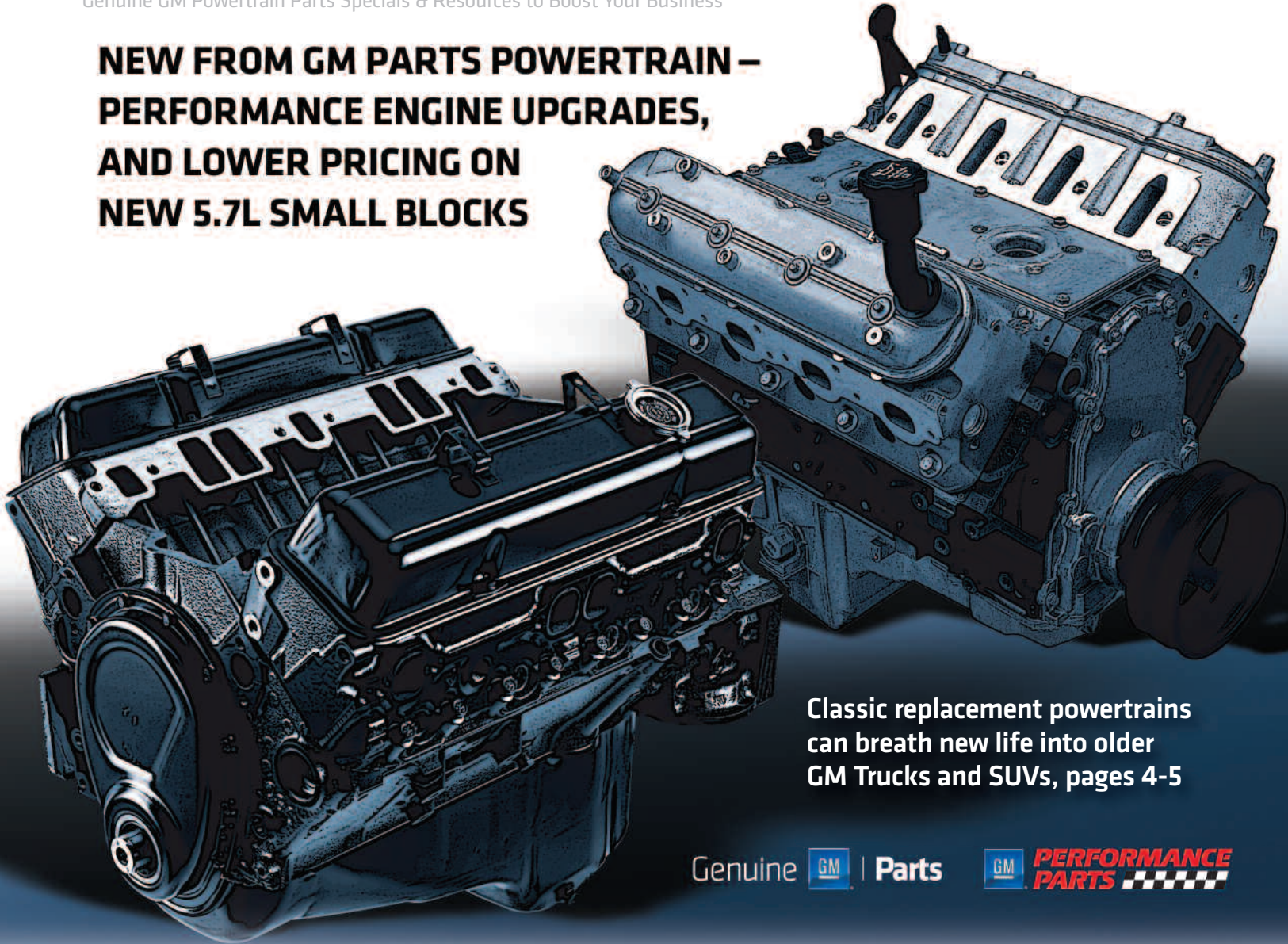
Look inside for money-saving specials!

You'll also find . . .

- Important peace of mind also comes with Genuine GM Brake Parts
- Powertrain "tech talk" now easier than ever
  - Newly designed Chevy crossover takes lead in the MPG race
- Arizona dealership throws a wide parts net

Genuine GM Powertrain Parts Specials & Resources to Boost Your Business

**NEW FROM GM PARTS POWERTRAIN –  
PERFORMANCE ENGINE UPGRADES,  
AND LOWER PRICING ON  
NEW 5.7L SMALL BLOCKS**



Classic replacement powertrains  
can breath new life into older  
GM Trucks and SUVs, pages 4-5

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 **PERFORMANCE  
PARTS** 

# CONTENTS



3

## GM Parts Product Update

The latest word on product development and technologies.



8

## The Technical Side

Discover new ways to approach collision and mechanical repairs.



7

## Repair Industry News & Updates

Get state-of-the-industry perspectives from GM insiders.



11

## Business of Repairs

New ideas that can benefit how your shop operates and profits.

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## Events

### GM Parts National Shows

GM Parts will be supporting or participating in the following shows in 2009.

#### AAPEX

Sands Expo Center, Las Vegas, Nev.  
Nov. 3-5, 2009 • [www.AAPEXshow.com](http://www.AAPEXshow.com)

#### SEMA

Las Vegas Convention Center, Las Vegas, Nev.  
Nov. 3-6, 2009 • [www.SEMAShow.com](http://www.SEMAShow.com)

Movin' Parts Headquarters  
2604 N.E. Industrial Dr., #270  
N. Kansas City, MO 64117  
E-mail: [PMHQ@GMmovinparts.com](mailto:PMHQ@GMmovinparts.com)

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We invite your input and suggestions.

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## Product Update

### Contemplating Aftermarket, Non-OE Brake Parts?

# Stop and think: GM Parts rotors are your safest bet.

To avoid the possibility of giving a valued GM customer a substandard brake repair job, it's always best to stick with GM brake parts. Choosing GM Parts original equipment rotors helps ensure that a GM vehicle has the same braking power and reliability that it had when it left the assembly plant.

Like a chain defined by its weakest link, a vehicle's braking system is only as good as its individual components. Its integrity can be compromised when any one of its parts isn't "system friendly."

Unfortunately, that can be the case when repair shops use inferior aftermarket substitutes for key parts, such as rotors. Non-OE rotors may resemble the manufacturer's OE product, but the similarity can end with materials, construction and operation. And, ultimately, so can performance.

Kurt Pursche, brakes and bearings product specialist for GM Service & Parts Operations (GM SPO), says GM Parts OE rotors provide complete peace of mind for both repair shops and customers. Unlike aftermarket versions, they are designed for each GM vehicle application and are manufactured and tested to the

exacting standards of those installed on the assembly line.

"They're made to function as OE engineers wanted the vehicle's braking system to work," he says. "Nowadays there are a lot of cheap non-OE rotors out there that are reverse-engineered and don't have the same metallurgy, weight and specifications as the original. And that can impact how well the car stops."

Pursche says GM tests of aftermarket brake components have demonstrated performance gaps. Even a difference of 10 to 20 feet in stopping distance might not seem like much, but with brake performance, feet and inches matter, he notes.

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"They're made to function as OE engineers wanted the vehicle's braking system to work,"

– Kurt Pursche, brakes and bearings product specialist for GM SPO

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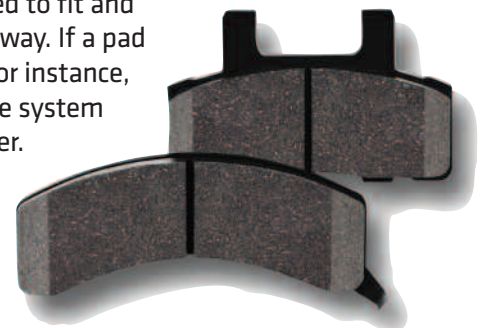
changes the character of the braking system," he says.

Each piece is designed to fit and function in a certain way. If a pad doesn't work right, for instance, something else in the system has to work harder.

When parts are added that are outside the system design the consequences can cascade."

And they can happen fast, leading to potentially catastrophic results. By choosing rotors and other brake parts engineered for GM vehicles, you'll be reducing the risk that your GM customer ever faces such a scenario.

"Virtually anything that's aftermarket



## Product Update (cont'd.)

Take advantage of new lower pricing\*\* on *new*, OE-Quality replacement 5.7L/350cid engines. And, with coverage for 1973–2005 GM vehicles, there's only one place you can get them.

### Where else? . . . Your Genuine GM Parts Powertrain Dealer.

Given our past commitment as your supplier for Genuine GM Parts, it should come as no surprise that GM is the only supplier selling new, factory replacement small-block 350cid engines.

GM manufactures, quality tests and makes available an entire line of 5.7L/350cid engines that will fit almost any 1970–2002 GM vehicle that may come into your shop for a V8 engine replacement. Right now, there are lots of good reasons to see your GM Parts Powertrain Dealer and buy including the new lower pricing on some applications.



For specific questions, information, and applications regarding any engine, please call 1-866-637-2787 or contact your GM Parts Powertrain Dealer.

### \*\*RE-PRICED POPULAR APPLICATIONS 5.7 LITER, 8-CYLINDER, 350 C.I.D., GM ENGINES

#### PART NO. APPLICATIONS

##### 10067353 Fits Most

1975-1985 Chevy/GMC Pickup, Chevy Blazer, Chevy/GMC Suburban and Chevy/GMC Van  
1973-1980 Chevy Corvette  
1984-1985 Pontiac Parisienne  
1983-1985 Chevy Caprice Classic, Impala

##### 12530282 Fits 1/2 Ton

1996-2002 Chevy/GMC Express, Savana  
1996-2000 Chevy/GMC Pickup, Chevy/GMC Suburban and Chevy Tahoe

##### 12530283 Fits 3/4 - 1 Ton

1996-2000 Chevy/GMC Pickup, Chevy/GMC Suburban and Chevy Tahoe  
1996-1999 P Chassis  
1996-2002 Chevy/GMC Express, Savana

##### 12568758 Fits

1987-1995 Chevy/GMC Van  
1987-1995 Chevy/GMC Pickup, Chevy/GMC Suburban and Chevy Tahoe

#### • OE-QUALITY •

The right part, the right fit.  
Available through your GM Parts Powertrain Dealer.

#### • POWERFUL WARRANTY •

3 years / 100,000 miles\* for GM Parts OE Powertrain.  
2 years / 50,000 miles\* for GM Performance Parts Engines.  
Warranty covers both parts and labor.

#### • INDEPENDENT SERVICE CENTER WARRANTY •

Any qualified independent service center may perform the GM Powertrain warranty repairs. Contact the Powertrain Support Center or your GM Dealer for details.

#### • NO-HASSLE CORE RETURN •

Contact your GM Dealer for details.

#### • AVAILABILITY •

Over 2,300 dealers with millions of dollars of readily available powertrain inventory.

#### • POWERTRAIN SUPPORT CENTER •

GM has joined with Ford and Chrysler to make it 3X easier for you to receive product, warranty, availability and purchase information, as well as technical support. Just call **1-866-OE-PARTS** (1-866-637-2787).

#### • LOYALTY REWARDS FOR YOU •

Earn exclusively yours® reward points for GM Engines, Transmissions, Transfer Cases and GM Performance Parts Engines.

\*Whichever comes first – from date and mileage of installation by an authorized GM dealer or a qualified independent service center. For over-the-counter sales, warranty begins on the date and mileage of retail sale. Contact your GM dealer for details.



# More than just a replacement, GM Performance Parts Engines take “upgrade” to a whole new level.

If your customer’s 350 Chevy is getting a little tired, GM Performance Parts HT383E crate is a great emissions-legal direct replacement with loads of torque. Its larger displacement delivers more usable torque for effortless towing, which may just save some gas, too.

Choices abound for truck and SUV owners looking for replacement engines. Whether the original has given out, or new demands dictate a change, the roster of engines that might fill the bill is long.

Now you can add two more to the list, both of which merit special consideration for GM vehicles because of their lineage.

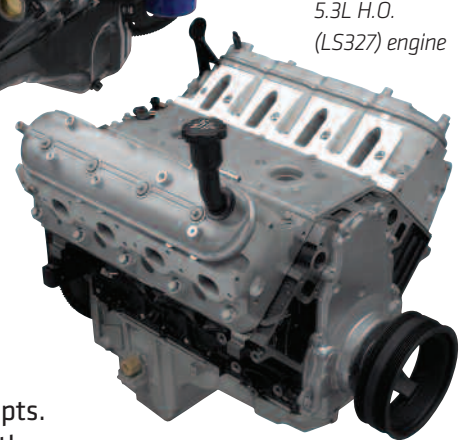
One is the new HT383E crate engine from GM Performance Parts. A high-torque version of the HT383, it delivers low-rpm power that GM trucks with factory engines may need for trailer-towing and heavy loads, especially when navigating hills.

Producing 435 lb.-ft. of torque at 4000 rpm., and 340 horsepower at 4500 rpm, the engine is an ideal replacement for high-mileage 5.7L small-block engines in 1996-1999 GM full-size trucks that are challenged in conditions where muscle and performance is critical.

As big an upgrade as it is, installing the HT383E is a cinch. In a 5.7L replacement job, the original engine’s intake manifold,



HT383E  
Crate Engine



5.3L H.O.  
(LS327) engine

wiring harness, fuel injection system and other accessories transfer easily, and the vehicle’s computer control system readily adapts.

In most states, the new HT383E qualifies as an emissions-legal OE upgrade.

## 5.3L H.O. (LS327) Engine

GM Performance engineers also have been busy updating the 5.3L LS engine used in pickups, vans and SUVs. The latest incarnation is a “high-output” version – the 5.3L H.O. (LS327). With a new GM Performance Parts camshaft and Grafal-coated pistons, the upgraded engine becomes a workhorse capable of kicking out 327 horsepower and 347 lb.-ft. of torque.

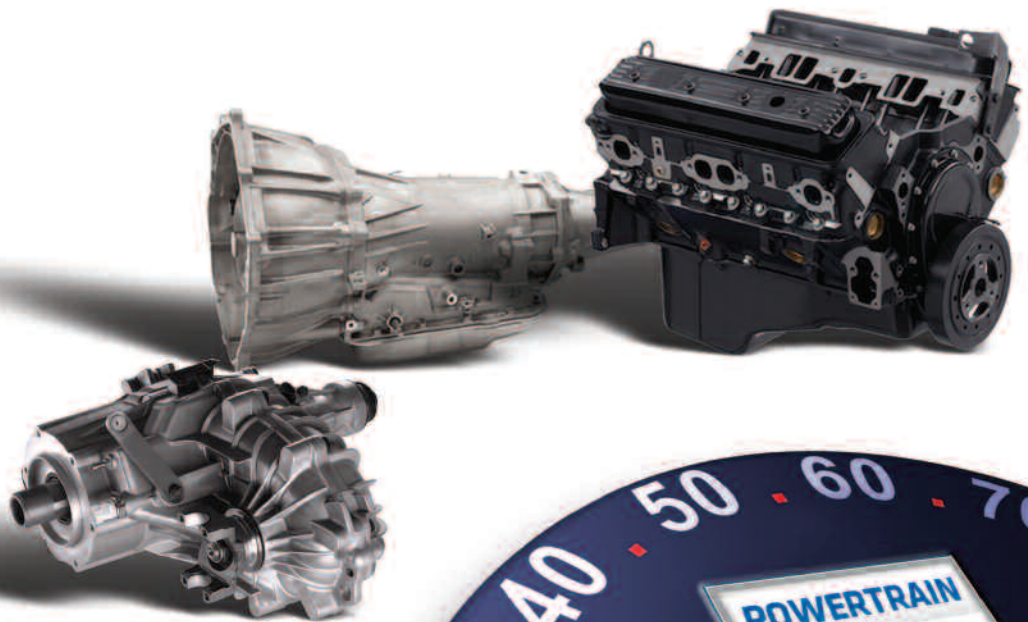
Designed as a direct replacement for 1999-2004 GM trucks with 5.3L engines, the new H.O. version is sure to appeal to owners who love the popular small-block V-8, but whose needs and demands have grown.

Both the HT383E and the 5.3L H.O. are available through GM Performance Parts dealers and include a 2-Year / 50,000-mile warranty.



## Choosing a Genuine GM Parts Engine, Transmission or Transfer Case can be Very Rewarding.

Rewarding as in valuable *exclusively yours*<sup>®</sup> merchandise rewards, OE quality, unsurpassed warranty, performance and peace-of-mind.



- You'll earn 75 *exclusively yours*<sup>®</sup> rewards points for every Genuine GM Parts Engine, Transmission and Transfer Case that you purchase.
- Over 3,000 reward merchandise options are available.
- Enrollment is automatic. Ask your GM Parts Powertrain Dealer about how to get your rewards. Once enrolled, you can manage your rewards account online\*.

\*Valid e-mail address required for enrollment and to claim rewards.

## Repair Industry News & Updates

### OE Hotline

# Collaborative Powertrain Call Center connects ISCs to techs for the Detroit three.

When it comes to communications, sometimes only a human voice on the other end of a phone line will suffice. That, and the convenience of a single phone number inspired GM, Chrysler and Ford to launch a joint OE Powertrain Call Center hotline.

In operation since last fall, the Power Line connects independent service centers to factory-trained technicians armed with answers to questions about each manufacturer's engine and transmission assembly products. With one toll-free call to 1-866-OE-PARTS (1-866-637-2787), ISCs can be talking to a knowledgeable and helpful manufacturer technician in a matter of minutes.

Whether the questions cover warranty coverage details, repair and parts installation procedures and advice, or product specifications and purchase information each manufacturer's technical expert will work to provide quick, accurate answers.

Nine months into the joint effort, Power Line is adding another dimension to GM Powertrain's efforts to reach out to ISCs, says Tom Gundry, transmission and transfer case product specialist with GM Service and Parts Operations. The ability to instantly connect with a GM technician provides the quick support system ISCs may need to handle GM powertrain warranty work.

## Get Connected to a Certified Technician Fast

"ISCs can now get the tech assistance from a call center, where before they had to go through a dealer to get that," Gundry says. "By calling the Power Line they can get connected to a certified technician in less than a minute,

get the information they need and, if needed, be referred to a GM Powertrain dealer to purchase a GM Parts engine or transmission."

Open from 8 a.m. to 8 p.m. EST, The Power Line has fielded some 1,500 combined manufacturer inquiries year-to-date, Gundry says.

"ISCs just need to know one number for all their OE technical assistance," he says. "We're very pleased with the response and our new ability to help them gather the information they need."



**3X EASIER**

MOPAR | Genuine GM Parts | GENUINE POWERTRAIN

For Original Equipment powertrains,  
from all three, call the Power Line.  
**1-866-OE-PARTS**  
(1-866-637-2787)

Chrysler, Ford, and General Motors have come together to offer installers the ultimate convenience in OE powertrains. One call gets it all — purchase, product information, tech support, and the quality you expect — from all three manufacturers.

**1-866-OE-PARTS**  
THE NEW OE POWERTRAIN CALL CENTER

## The Technical Side

### 2010 Chevy Equinox

# All-new compact crossover boosts segment leading 32 MPG.

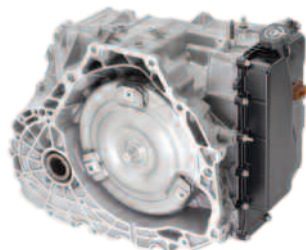
- All models feature efficient powertrains paired to 6-speed automatic transmissions
- New 2.4L direct injected four-cylinder delivers expected segment-best, EPA-estimated 32 mpg on the highway
- Global Chevrolet design language influenced by Malibu and Traverse

The all-new 2010 Equinox blends distinctive design with outstanding efficiency. A new, 2.4L direct injection engine helps this compact crossover deliver expected best-in-segment EPA-estimated highway fuel economy of 32 mpg – a 33-percent improvement over the previous model. Chevrolet expects nearly three-quarters of customers will choose the efficient, 2.4L engine.

The new Equinox draws its exterior design inspiration



2011 Hydra-Matic 6T40 FWD (MH8)



2010 Hydra-Matic 6T70 (MH2)  
FWD / (MH4) AWD

from the Chevrolet Malibu sedan and Traverse crossover; and like those vehicles, the new Equinox complements its styling with attention to detail and unexpected features. It is available in LS, LT and LTZ trim, with available all-wheel drive.

### Chassis and Suspension

The 2010 Equinox is built on a body-integral structure with single-piece body side stampings and targeted applications of high-strength steel.

Those elements form the foundation of a solid, quiet driving experience. The strong structure enabled engineers to tune the four-wheel-independent suspension system for greater control and driver feedback.

### Design Details

The new Equinox features Chevy's signature global face – a two-tier grille and prominent gold bowtie insignia. Strong fender shapes, a distinctive premium roofline, wrap-around headlamps and dual round taillamps are additional elements that define Equinox as a true Chevrolet.

Equinox's rocker panels are integrated into the doors to make it easier to get in and out of the vehicle. They narrow the area over which a passenger must step, offering protection for pant legs that could brush against dirty rockers. Also, the chrome trim and the flush-fitting "exposed-edge" windshield and rear glass reinforce Equinox's build quality and reduce wind noise.

Dimensionally, the Equinox rides on the same 112.5-inch wheelbase (2,857 mm) as its predecessor, but is about one inch (25 mm) shorter in length and an inch wider. It also has a wider front track that enhances the ride and handling.

The Equinox's cabin is notably quiet. Noise-absorbing



2010 Ecotec 2.4L  
I-4 VVT DI (LAF)

elements are built into the chassis, engine compartment and interior. In addition, GM's first application of Active Noise Cancellation (ANC) technology is used on 2.4L-equipped models. ANC uses microphones to detect booming sounds inside the vehicle and sends counteracting sound waves through the audio system's speakers, ensuring a quiet driving experience at almost all vehicle speeds.

Even though the 2010 Equinox is a new vehicle, extensive service and repair information resources are a click away at [www.gmtechinfo.com](http://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 are also available by going to [www.gmgoodwrench.com](http://www.gmgoodwrench.com) and clicking on *GM Technical Repair Information* from the *For Body Shops and Services* link on the home page.

An example of Front Wheel Drive Shaft Replacement procedures for the 2010 Equinox is shown on the following two pages.



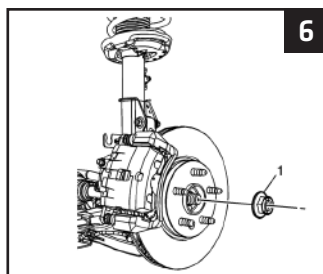
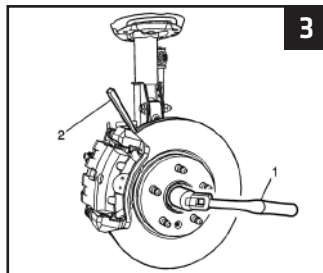
## Front Wheel Drive Shaft Replacement 2010 Chevy Equinox

### Special Tools

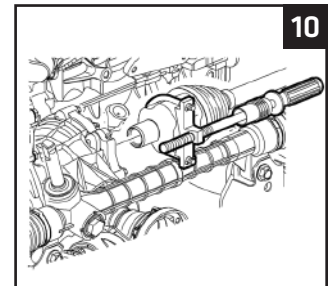
- J 2619-01 Slide Hammer
- J 44394-A A Seal Protector
- J 45341 Drive Shaft Removal Tool

### Removal Procedure

- 1** Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle*.
- 2** Remove the tire and wheel assembly. Refer to *Tire and Wheel Removal and Installation*.
- 3** Insert a punch or a drift (2) in the cooling fins of the brake rotor.
- 4** Rotate the brake rotor until it rest against the brake caliper mounting bracket.
- 5** Using a breaker bar and the proper size socket (1), loose the wheel drive shaft nut.
- 6** Remove the wheel drive shaft nut (1) and discard.

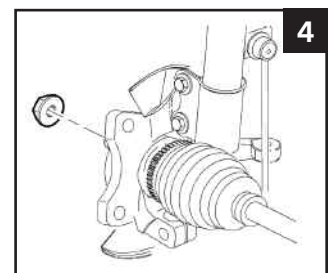
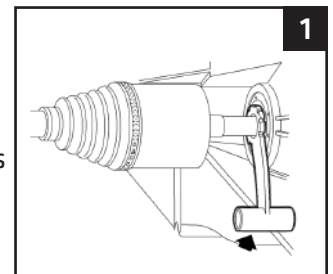


- 7** Separate the stabilizer link from the lower control arm. Refer to *Stabilizer Shaft Link Replacement*.
- 8** Separate the outer tie rod end from the knuckle. Refer to *Steering Linkage Outer Tie Rod Replacement*.
- 9** Separate the lower control arm from the knuckle. Refer to *Lower Control Arm Replacement*.
- 10** Using the J 2619-01 hammer and the J 45341 tool, remove the wheel drive shaft from the vehicle.



### Installation Procedure

- 1** Insert the J 44394-A protector into the transmission.
- 2** Install the wheel drive shaft until the splines pass the oil seal.
- 3** Remove the J 44394-A protector from the oil seal.
- 4** Install the wheel drive shaft in the knuckle.
- 5** Hand install a new wheel drive shaft spindle nut.
- 6** Install the lower ball to the steering knuckle. Refer to *Lower Control Arm Replacement*.



## The Technical Side (cont'd.)

**7** Install the lower link to the stabilizer bar. Refer to *Stabilizer Shaft Link Replacement*.

**8** Install the tie rod end to the steering knuckle. Refer to *Steering Linkage Outer Tie Rod Replacement*.

**9** Hand start the wheel drive shaft nut (1).

**10** Insert a drift or punch (2) in the brake rotor cooling fins.

**11** Rotate the brake rotor until it rest against the brake caliper mounting bracket.

**Caution:** Refer to *Fastener Caution in the Preface section*.

**12** Using a torque wrench and the proper size socket (1), tighten the wheel drive shaft nut to 205 N·m (151 lb ft).

**13** Install the tire and wheel assembly. Refer to *Tire and Wheel Removal and Installation*.

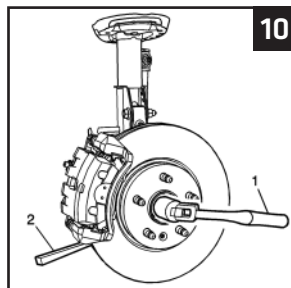
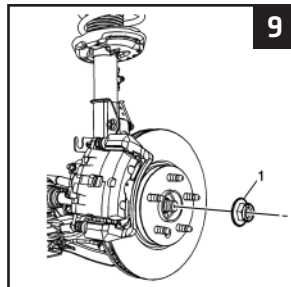
**14** Lower the vehicle.

**15** Inspect the transmission fluid level. For the 6T/30, 6T/40, or the 6T/45, refer to *Transmission Fluid Check*. For the 6T/70 or the 6T/75, refer to *Transmission Fluid Check*.

These examples of **Front Wheel Drive Shaft Replacement** procedures for the 2010 Chevy Equinox are just one of many found in the Service Repair Manual. By following the proper repair procedures, technicians can ensure that each vehicle maintains its solid performance and uncompromised safety features for the life of the vehicle.

### WE'VE GOT ALL THE PARTS YOU NEED!

If you're doing a Powertrain repair procedure, remember that we've got all the related parts you need – alternators, starters, belts, hoses, batteries, plugs, wiring, maintenance parts – whatever you need, call your GM Parts dealer.



## GM Powertrain's Broad Appeal Arizona dealership counts high-volume and small shops among its customers.

American Fleet Service (AFS) and Joe's Car Care both handle the automotive service needs of customers in southern Arizona. But the day-to-day similarity probably ends there. Tucson-based AFS caters mainly to fleets, staying open 16 hours each day to serve them. Joe's is in the small town of Willcox and delivers a more personal brand of service to individuals.

Still, both have something in common. They each reflexively look to Watson Chevrolet in Tucson, one of the largest GM Parts dealerships in southern Arizona, when major GM vehicle jobs call for new powertrain components.



Harry Curley works on a GM transmission removal.

## Business of Repairs

AFS owner James Turney says Watson's extensive inventory of reliable GM Powertrain products and responsive service give him what he needs to meet exacting customer demands.

"I have to consider the time factor for my customers, the construction companies and landscaping companies and others who need these vehicles back on the road quickly," Turney says.

Major engine and transmission repairs and rebuilds, some of which have to be sent out to specialists, can take far too long, Turney says. In that case, the only option is to purchase new or remanufactured powertrain components. But all of them are not created equal; non-OE aftermarket products often don't offer the quality, warranty protection and serviceability of GM Powertrain products, Turney adds.

### GM's Longer Warranty Helps Customers

"Some of my customers put 50,000 miles a year on vehicles, so at that rate typical rebuilds are out of warranty too soon," he says. "Most GM Powertrain products come with three-year, 100,000-mile warranties and they can be taken virtually anywhere to be serviced during the warranty period."

Ninety miles to the east, Joe Long works hard to keep his customers returning to Joe's Car Care, fixing cars for folks in a town of about 3,000. His customers are no less interested in getting first-rate powertrain products and back in their vehicles as quickly as possible. That's why Watson is usually his first call when a GM vehicle in need of a major overhaul limps into one of his three bays.

Although he does buy aftermarket powertrain components, Long says he prefers and recommends GM Powertrain products. Their reliability, warranty and the ease of getting warranty repairs done when needed, makes them a consistently better choice.

"I'll often leave the option to the customer, but I tell them if it were me I'd want a dependable product and that I trust both the new and reman GM products," he says. "Some are interested in getting a bargain price, but they also expect me to stand behind it. So service after the sale is what I'm interested in. That leaves me to make a

decision of who I trust the most. With GM and Watson I've never had any problem getting something taken care of."

### Dealer Not Upset by Special Orders

"I had a Tahoe in one time that needed a special engine because it had been built for export and my salesman at Watson, while on his honeymoon, called around and located a motor in Mexico and got it to me quickly," he says.

That's an example of the style of service that Watson emphasizes, says Bob Valencia, Watson parts manager. As one of the regions largest GM Parts Powertrain dealerships, Watson has the products and service customers in southern Arizona and New Mexico demand.

Genuine  | **Parts**

**We're one stop. For your shop.  
Genuine GM Parts Engines and  
Transmissions. Plus, all the  
associated parts you need.**

**CLIP AND PLACE BY YOUR TELEPHONE**

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

Genuine  | **Parts**