Tech2Win Application Puts the Tech 2 on Your Computer

Tech2Win, a PC-based application version of the Tech 2 and CANdi (Control Area Network diagnostic interface) module, will be available soon for the aftermarket. Tech2Win can be loaded onto a service department PC or notebook computer via TIS2Web. While not a replacement for the Tech 2, it’s a new resource that provides additional convenience and diagnostic capability.

When using the Tech2Win application, vehicle communication is performed using the Multiple Diagnostic Interface (MDI) tool. It enables technicians to take advantage of the computing power of their PC or notebook computer as well as the speed of the MDI, providing faster operation than a Tech 2 with a CANdi module.

In addition, loaded on a notebook computer, Tech2Win can be used during a vehicle road test, offering a larger screen with all of the Tech 2 tool functionality. It also supports touch screen functionality. If the computer with the Tech2Win application has a touch screen, all Tech2Win functions can be accessed via the touch screen.

**Tech2Win Features**

The Tech2Win application offers all of the features and functions of the Tech 2. Tech2Win:

- Requires a license that must be updated every 30 days.
- Requires PC and notebook computer specifications that meet or exceed the current minimum GM Techline hardware specifications. Review the latest specifications and guidelines at www.gmdesolutions.com.

**Installation**

The Tech2Win application can be installed on multiple PCs in the shop. There is no limit to the number of installations, but each PC requires the monthly license update through TIS2Web.

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**ON THE WEB**

- www.acdelcotechconnect.com, click the *TechConnect* Magazine link, or
- Log in to the ACDelco LMS, click the Resources link

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continued on page 3
Power Steering System Service

Customers that bring their vehicles into a service center with a power steering system issue often mention noise, leaks and intermittent power assist. But, in many cases, these symptoms are the result of system contamination and incorrect fluid use, which are two significant causes of power steering pump failure if left unchecked.

On most modern steering systems, brake fluids or transmission fluids may not be compatible with pump components. Using the wrong fluid could cause hose and seal damage, leading to fluid leaks and/or noise. Only use new, clean power steering fluid as recommended by the Original Equipment Manufacturer (OEM).

Different fluids are specified by manufacturers to meet the operating requirements of their power steering systems. Check the specific manufacturer’s Service Information for the correct fluid to use.

Keep in mind that fluid color is not an indicator of fluid condition. Regardless of the original color of new fluid, power steering fluid may darken in color during use.

Power Steering System Bleeding

Check for any loose connections in the steering system. Loose connections may not leak, but could allow air into the system. After service, all air must be bled from the system in order to verify proper system operation and determine the correct fluid level. Pump noise is typically the result of air being drawn into the system on the suction side of the pump, causing cavitation, or air bubbles in the system.

A new power steering bleed kit is available on a limited basis from ACDelco that can bleed the system more effectively. Contact your local ACDelco representative for more information. The kit includes bleeding adapter J 43485, which is used with tool J 42485 (MityVac hand vacuum pump) to remove air from the steering system.

During the bleeding procedure, be sure to maintain the fluid level to the full cold level. Use the adapter and MityVac to apply a vacuum of 20 in. Hg maximum for five minutes. Typically, vacuum should not drop more than 2–3 in. Hg. Verify the fluid level, fill if necessary, and then apply vacuum again. Next, check the fluid level once again; then start the engine and turn the wheel to allow the system to reach a normal operating temperature. Repeat the procedure until the fluid level stabilizes.

To view a video of the bleed procedure, go to acdelcotechconnect.com. Click the Product Information tab > Technical Product Service Aids.

Flushing the System

If replacing a power steering pump, flushing the system with new fluid will help eliminate any residual contaminants from causing future pump failure. Contaminated fluid may cause low or no pressure from the power steering pump as a result of the relief valve that stops functioning. Use the proper special tools (if applicable) and Service Information instructions to flush the system. Always flush the power steering fluid in the lines before removing an old or damaged pump.

Training Tips

Along with the Power Steering System Bleed Procedure, other online videos covering power steering system service can be found on acdelcotechconnect.com.
After installing the Tech2Win application, a software download also is required to download the diagnostic software for the desired vehicle coverage, including GM North America and Saturn ASTRA.

To install the application:
1. Connect the MDI to the computer. Power it using the AC adapter.
2. Select the Tech 2 software download on TIS2Web. A prompt will ask if you want to install Tech2Win.
3. Install the Tech2Win application using all the default selections. Installation should take less than 10 minutes.
4. Two icons will be placed on the PC desktop — a shortcut for Tech2Win QuickStart and a shortcut for the Tech2Win Configurator, which is used for multiple versions of Tech2Win depending on the vehicles being serviced.

After the application installation is complete, the diagnostic software for the desired service coverage and software license must be obtained. To download:
1. Click the Tech2Win QuickStart icon that is now on the PC’s desktop.
2. Since Tech2Win does not have a current license, a license dialog box will appear. Click OK.
3. When the MDI is detected, a dialogue box will direct you to select the vehicle communication interface.
4. To initiate the software license and install the diagnostic software, select the Software Download (SWDL) on TIS2Web and click Start Software Download.
5. Select Tech2 and Custom for the update mode.
6. Select the desired diagnostic software package. Available packages include the latest GM North American coverage as well as Saturn ASTRA.
7. Click Download to begin downloading the diagnostic package just like for a Tech 2. Current progress and Tech2Win will display during the download.

After the download is complete, the license countdown in the lower right corner will be updated to 30. This is the number of days until the license must be renewed. When the license expires, an expiration message will be displayed. To renew the license, use the security access service or update the diagnostic software using the standard update mode.

Tech2Win uses Communication Port (comm port) 9 on the PC. If this port is used for other devices, switch the comm port setting by selecting the Tech2Win Configurator icon on the desktop.

When using Tech2Win, click the selections on screen or click the soft buttons on the screen where applicable.

The subscription options for the Tech2Win application are:
- $55 for 3 days
- $225 for 1 month
- $550 for 1 year

The TIS2Web subscription for one year is $1,395.

Go to www.acdelcotechconnect.com and click the GM Service Information link on the home page for more information.

– Thanks to Mike Wasczenko and Bob Stewart

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Tech2Win Application – continued from page 1

Power Steering System Service – continued from page 2

Click the Product Information tab > Technical Product Service Aids to view the following videos:
- Advanced Steering System Diagnosis – Introduction
- Power Steering System Overview
- Power Steering System Flush Procedure
- Power Steering System Pulley Removal and Installation

Power Steering Pump Warranty Analysis
Power Steering Pump Service Considerations
Power Steering System Quality Improvements
Advanced Steering System Diagnosis - Summary

In addition to the service videos, ACDelco offers the Power Steering System Servicing Tips seminar (S-DS11-05.02SEM). The seminar, held at local ACDelco distributors, covers key service items related to the power steering system to prevent failure. The seminar also covers proper service techniques as well as the latest bulletins, service tips and diagnostics for servicing the power steering system.

Contact your local ACDelco distributor to learn when ACDelco seminars have been scheduled in your area.

– Thanks to Rick Balabon
Fuel Contamination in Returnless Fuel Systems

Common additives in gasoline today include detergents, corrosion inhibitors, demulsifiers, deposit controls, antioxidants and metal deactivators. The focus of these additives is on emissions reduction through better engine performance. These additives are regulated to ensure that the finished fuel will not contribute to fuel system failure. However, additive breakdown in gasoline can result in fuel system contamination, poor engine performance and eventual failure of the fuel pump and other components.

In fact, since the Environmental Protection Agency (EPA) first established the minimum additive performance standards in 1995, most gasoline marketers have actually reduced the concentration level of detergent additive in their gasoline by up to 50%.

As with fuel additives, modern returnless fuel systems also were developed to lower emissions. By not returning hot fuel from the engine to the fuel tank, the internal temperature of the fuel tank is reduced, lowering evaporative emissions. But since the returnless fuel system does not have a fuel return line that returns fuel back to the fuel tank, it is easier for fuel contaminants to become trapped in the fuel rail and cause engine misfires and other performance conditions.

4-Cylinder Engines


An intermittent engine misfire may occur on cylinder 1 during or following a left turn or on cylinder 4 during or following a right turn. The misfire may typically last up to 10 seconds.

Any fuel contaminants that make it to the fuel rail tend to gather over the #1 fuel injector inlet when turning left and over the #4 fuel injector inlet when turning right. Some random misfires at idle also may occur on the cylinder next to the fuel feed line (#1 or #4 depending on the model) as contaminants enter the fuel rail from the fuel tank.

If fuel contamination is suspected for these models, the inside of the fuel rail and fuel tank should be inspected for fuel contamination. If this condition occurs intermittently, it is unlikely that fuel contamination would be found by simply taking a fuel sample from the fuel feed line/fuel pressure test port. Typically, it will be necessary to turn the engine off as the misfire is occurring, carefully remove the fuel rail (while keeping the fuel in the rail), and drain it into a clear container for inspection.

If fuel contamination is suspected for these models, the inside of the fuel rail and fuel tank should be inspected for signs of fuel contamination.

Inline Truck Engines

Another example of fuel contamination may be found on some GM trucks and SUVs equipped with an inline 2.8L, 2.9L, 3.5L, 3.7L, or 4.2L engine (engine RPOs LK5, LLV, L52, LLR, LL8). These models include the 2005-2007 Rainier; 2005-2009 TrailBlazer, Envoy; 2006-2010 H3; and 2006-2012 Colorado and Canyon.

If the engine misfires, possibly when coming to a stop or during acceleration, it may be caused by contaminated fuel. Fuel contamination may cause a misfire on cylinder 1 during or shortly after deceleration, or on the opposite end cylinder during or following hard acceleration.

Due to the returnless fuel rail system, fuel contaminates may become trapped in the fuel rail and eventually pass through the #1 fuel injector during deceleration and through the opposite end fuel injector on acceleration. The injector at the end will depend on the RPO of the engine. The inside of the fuel rail and fuel tank should be inspected for signs of fuel contamination.

If the vehicle is driven for an extended time with contamination in the fuel rail, it may result in a sticking valve. If sticking valves are a concern after cleaning the fuel system, the valves can be cleaned following the cleaning procedures in the appropriate Service Information. The vehicle should be driven a minimum of 50 miles (80 km) before evaluating the vehicle again in order to allow the fuel additive to work.

The entire fuel system should be flushed and the fuel tank removed, emptied and cleaned. If the fuel tank is only drained, the condition may return within a few hundred miles.

Fuel System Cleaning

If fuel contamination is present, refer to the fuel system cleaning procedures in the Service Information and clean the inside of the fuel tank, fuel lines, and fuel rail. Once the entire fuel system is cleaned and reassembled, the fuel injectors also should be cleaned.

Any time fuel contamination is the cause of an engine performance condition, advise customers to only use fuel from high quality, high volume TOP TIER gasoline stations. General Motors, BMW, Honda, Toyota, Volkswagen and Audi developed the standards for the TOP TIER detergent gasoline in 2004 when it was determined that the current EPA minimum detergent requirements do not go far enough to ensure optimal engine performance.

For a current list of gasoline brands that meet the TOP TIER standards, visit www.toptiergas.com.

– Thanks to John Kopec and Alan Salisbury
What Do You Think about WIP?
Click to Provide Instant Feedback

Would you like to tell ACDelco about your thoughts on the WISE Internet Parts (WIP) website or have a question about the information presented on any page of WIP? Simply click the feedback button on the bottom right corner of every WIP page to instantly submit your feedback, whether it’s about parts inventory, part number questions, website concerns, or any other WIP topic.

By clicking the feedback button, WIP users can provide comments in their own words about a WIP issue. The feedback form will first ask users to select a category about which they would like to comment, such as the ACDelco parts catalog, other catalogs, parts supplier, or website usability.

When submitting feedback, users also have the option to include a screenshot with the feedback form. This allows users to provide a complete picture of their concern so that all information is available to resolve issues.

Users will receive an automated reply (if they have entered their e-mail address or if they are integrated users through WIP) for each comment submitted to let them know their comments have been received by ACDelco.

Since implementation, more than 3,000 feedback items have been received, with comments about warehouse distributors, WHI Solutions, the ACDelco catalog and other items.

All feedback is sorted based on the selected feedback category and sent to the appropriate team. For example, feedback about distributors’ parts inventory is routed directly to the individual DDG and feedback about the ACDelco catalog part numbers is sent to the catalog team. By getting feedback directly to the teams responsible for the WIP content, any questions or concerns can be handled immediately.

Since the program has only recently been implemented, the DDG contact database is still being developed. Local DDGs should contact ACDelco if they have not submitted their contact information in order to receive feedback about their operations from ACDelco WIP customers.
– Thanks to Teresa Elzerman

New ACDelco Illustrated Catalog

The new ACDelco Illustrated Catalog is now available; complete with parts details that can be viewed in easy-to-use component and system illustrations. Accessed through WIP and WISEConnect, the online catalog features GM vehicle applications with aftermarket-friendly categories and sub-categories, and complete VIN filtering.

Ease of use was a key consideration when developing the catalog. It provides exploded views of GM system illustrations with zoom controls for displaying all the details, including part identification with complete part numbers, and color coding to easily identify ACDelco parts.

Other details in the catalog include parts imaging, supplier part availability, ordering capability, and a note pad tool to view and compare application notes. In addition, fast moving parts are identified by a flame next to the part number.

Search options were a critical part of development as well. The catalog offers a vehicle search using year, make and model; or the system can execute complete VIN filtering using vehicle options and build data. Other available search options are by category or sub-category, part number, or key word.

The new illustrated catalog, which is available exclusively to aftermarket customers, can be accessed at no additional charge through WIP/WISEConnect. It’s one more value-added service for ACDelco customers that delivers enhanced efficiency and convenience in a competitive marketplace.

For more information on ACDelco eCommerce products, as well as a video demonstration of the ACDelco Illustrated Catalog, visit acdelcotechconnect.com and click the eBusiness tab.
– Thanks to Kelli Abbott
Exclusive Dell Computer Discounts for TSS Service Centers

As part of the Total Service Support (TSS) program, eligible service centers can receive savings on a variety of Dell products, including business-grade computer systems, software and peripherals, through Dell’s ACDelco Corporate Affiliate Purchase Program.

All TSS employees are eligible to buy Dell personal computer (PC) equipment through the corporate affiliate program and receive up to 22% off new Dell PC purchases.

Each Dell computer system can be customized with the desired hardware needed to meet the specific requirements of the service center. Dell’s online store has the latest information on products, upgradeable options, support packages available from leading manufacturers, and Information Technology (IT) solutions.

Desktop Offer

For a limited time, TSS service centers have the option to purchase the Dell Optiplex 390 Shop Management Desktop for $614.

For more information, log on to acdelcotechconnect.com. Click the Total Service Support tab > Program Benefits > Dell Computer Discount Page and the link to Dell’s ACDelco Corporate Affiliate Program website.

– Thanks to Laura Rollinger

Air Conditioning Compressor Lubricant

The use of the correct air conditioning compressor lubricant is critical to proper system operation. Original Equipment Manufacturer (OEM) and aftermarket air conditioning service requires the addition of a specific amount of approved lubricant when various system components are replaced, oil balancing is performed or the system is flushed (with liquid refrigerant only).

The replacement refrigerant lubricant must meet OEM and compressor manufacturers’ specifications. Use of non-approved lubricants can void the ACDelco warranty on air conditioning system components. Ester oils are not approved by ACDelco except when called for in hybrid vehicle applications. Using the wrong lubricant also can lead to compressor noise and eventual failure.

Vehicle and compressor manufacturers perform extensive testing to determine the correct type and quantity of lubricant approved for their systems. Critical to these lubricants are viscosity and additives. The accompanying information should be used to determine the proper lubricant for ACDelco-supplied compressors.

Instead of PAG (Polyalkylene Glycol) refrigerant oil, compressors used on some hybrid electric vehicles use POE (Polyol Ester) oil, which is less hygroscopic (absorbing moisture) and has better electrical resistance. Refer to the appropriate Service Information for additional information.

– Thanks to Rick Balabon
Intermittent Brake Lights


High resistance in the Body Control Module (BCM) C2 or X2 connector (specifically pins 18, 31 and 59) due to terminal fretting corrosion may cause intermittent brake light operation. Other conditions may also include extended pedal travel required to shift out of Park, cruise control that does not function correctly, and DTC C0131, C0161 and/or C0277 may be set.

Do not replace the BCM for this condition.

Disconnected the C2 or X2 connector, adding dielectric lubricant (clear gel), GM P/N 12377900, (apply with a one-inch nylon bristle brush), and reconnecting the connector will correct the high resistance condition due to terminal fretting corrosion.

Use a scan tool to check that the Brake Pedal Position Sensor (BPPS) ratio is equal to the BPPS learned home when the brake pedal is not depressed. If they are equal, the brake lamps should be operating correctly. If they are not equal, perform the Brake Pedal Position Sensor Calibration procedure in the appropriate Service Information to complete the repair.

New Design Cylinder Heads

2007-2009 Pontiac G6, Saturn Aura; 2007-2010 Saturn Outlook; 2008-2011 Cadillac CTS, Cadillac SRX, Cadillac STS, GMC Acadia, Buick LaCrosse; 2008-2009 Pontiac G8; 2008-2010 Saturn Vue; 2008-2011 Buick Enclave, Chevrolet Malibu, Chevrolet Equinox; 2009-2011 Chevrolet Traverse; 2010-2011 Chevrolet Camaro; equipped with the 3.6L (RPO LY7, LLT), 2.8L (RPO LAU) or 3.0L (RPO LF1, LFW) V6 engine

When replacing cylinder heads on a High-Feature V6 engine, do not use shims/spacers with the 2011 new style “saddle cap” cylinder head. Use of shims/spacers on this head can cause damage to the cylinder head and actuators. Also, the camshaft actuators specifically for the new design head for your application must be used.

The new saddle cap design cylinder heads will not work with the 2004-2006 engines and first design 2007 engines. All timing components and calibrations are different.

Navigation System Vehicle Location after a Power Loss

2012 and prior GM passenger cars and trucks

The navigation radio may not display the vehicle location icon on the map accurately after the radio or battery has been replaced or after battery power has been removed from the radio. The vehicle location icon accuracy also may be degraded if the GPS signal is not available and the GPS displayed icon has a red line through it.

The navigation radio does not keep learned GPS information or gyroscope and vehicle speed signals stored when the battery power is removed from the radio. The navigation radio continually uses GPS, gyroscope and vehicle speed data to maintain the vehicle location icon positioned accurately on the displayed map. There may be periods of time during a drive cycle when the GPS signal may not be available and the vehicle location icon still appears to be accurate. This is due to the radio having internal gyroscopes and receiving a vehicle speed signal to maintain accuracy if the radio had received a good GPS signal earlier in the drive cycle.

Normal driving will improve the accuracy of the vehicle location icon on the displayed map. It may be necessary for the vehicle to be driven up to 25 miles (40 km) with 15 left and 15 right turns while the vehicle location icon is matched to roads on the displayed map.

Product 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 – 1-888-701-6169 (prompt #2)
Clutches – 1-888-725-8625
Lift Supports – 1-800-790-5438
Shocks – 1-877-466-7752
Starters and Alternators – 1-800-228-9672
Steering (Pumps, Rack and Pinion, Gears) – 1-866-833-5567
Wiper Blades – 1-800-810-7096
How to Take ACDelco Training

Go to www.acdelcotechconnect.com and click the Training tab to log in to the ACDelco Learning Management System (LMS).

- To enroll in an Instructor-Led Training (ILT) course, click the Enrollment link or the Instructor-Led Courses link to view the catalog and select a specific course.
- To enroll in a Virtual Classroom Training (VCT) course, click the Enrollment link or the Virtual Classroom Training Courses link to view the catalog and select a specific course.
- To launch a Web-Based Training (WBT) course, click the Web-Based Courses link to view the catalog and select a specific course.

Current Virtual Classroom Training

The following VCT courses are currently being scheduled:

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Name</th>
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<tbody>
<tr>
<td>FVCT1.09V</td>
<td>How to Use VCT – Recorded</td>
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<tr>
<td>S-AC07-01.01VCT</td>
<td>HVAC System: Components and Lubricants</td>
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<tr>
<td>S-AC07-01.01VCTR</td>
<td>HVAC System: Components and Lubricants – Recorded</td>
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<tr>
<td>S-AC07-02.01VCT</td>
<td>HVAC System: Operation and Service Hints</td>
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<td>HVAC System: Operation and Service Hints – Recorded</td>
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<tr>
<td>S-AC07-03.01VCT</td>
<td>HVAC System: Flushing, Recovery and Diagnostics</td>
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<tr>
<td>S-EL06-02.01VCT</td>
<td>Testing Electrical Signal and Control Circuits</td>
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<td>S-EL06-06.01VCT</td>
<td>GM Hybrid System Safety and Components</td>
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<td>S-EL06-07.01VCT</td>
<td>GM Hybrid System Diagnosis and Repair</td>
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<td>S-EM01-01.01VCT</td>
<td>Camshaft Position Actuator Systems</td>
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<td>6.6L Duramax: Engine Diagnosis</td>
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<td>S-EP08-02.01VCT</td>
<td>6.6L Duramax: LMM Diesel Engine</td>
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<td>S-EP08-03.01VCT</td>
<td>6.6L Duramax: LGH and LML Diesel Engines</td>
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<tr>
<td>S-FN00-01.01VCT</td>
<td>How to Use VCT</td>
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Conduct a Group VCT Session at your Service Center

If you’re looking to schedule a Virtual Classroom Training (VCT) course and would like to have your entire shop, or just a few technicians, view the course as part of an on-site training session, ACDelco can help.

A VCT course is live, real-time training, delivered over the Internet with interaction between the course instructor and all participants, just as in a real classroom.

Your ACDelco representative can help in setting up and managing the session in your service center. When a VCT course is scheduled, they are available to attend the course at your shop, assist in getting your computer system and headset with microphone set up for the VCT, and help answer any questions you may have during the training.

There are two ways to enroll in a VCT course. Search for courses in the ACDelco Learning Management System (LMS) at www.acdelcotechconnect.com by selecting Menu > Schedule > Search Course Sessions. If the course number is known, select Menu > Enrollment > Enroll Yourself in a Course Session.

A schedule of your VCT course enrollments is available by clicking the “You are enrolled in # VCT Classes” link on the ACDelco Training home page.

For more information about all of ACDelco’s training opportunities, contact your local ACDelco representative.

– Thanks to Greg St. Aubin