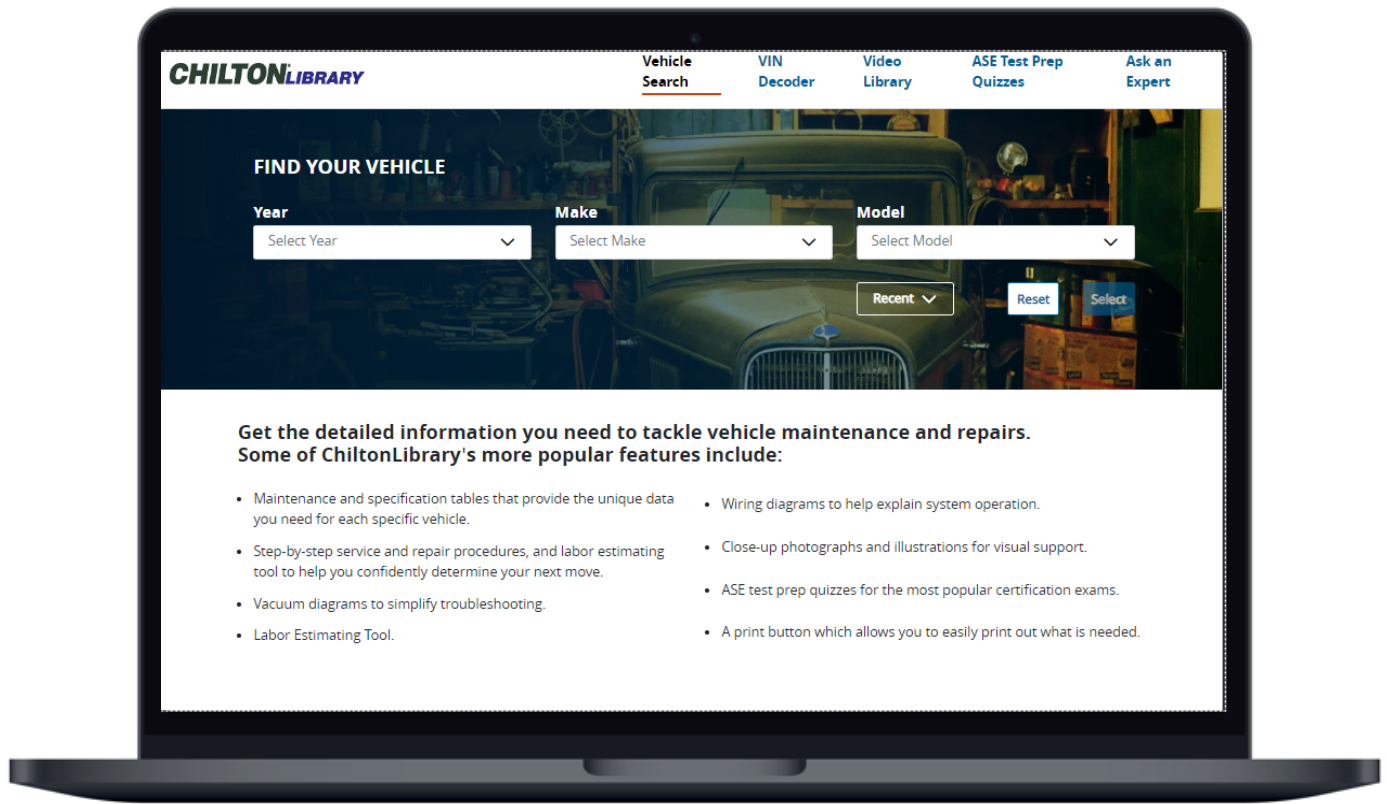


ChiltonLibrary

Gale's *ChiltonLibrary* provides a wide variety of users with access to vehicle maintenance and repair information including step by step service and repair manuals, wiring diagrams, images, and a video library. *ChiltonLibrary* also supports automotive students with ASE test prep questions.



FIND YOUR VEHICLE

Enter your vehicle information to find results tailored to your make and model.



VIDEO LIBRARY

Full videos include everything from safety, to diagnostics, to parts repair and replacement.



DETAILED CONTENT

Explore content utilizing an organized and scaffolded table of contents.



ASE TEST PREP

Several ASE test titles have practice test questions with immediate results in both written and graphical formats.

TURN THE PAGE to learn more about *ChiltonLibrary* and explore best practices to enhance research.

FIND YOUR VEHICLE

Vehicle Search

- Upon entry, you will automatically be taken to the **Vehicle Search**. If you are on another page and would like to go back, you can select the **Vehicle Search** button in the top right corner.
- Enter your year, make, and model to pull content developed for your vehicle specifically.
- You can opt to go back to a previously enter vehicle by selecting **Recent Vehicles**.

VIN Decoder

- If you have the **VIN** for your vehicle of interest, you can enter it in to *ChiltonLibrary* as opposed to using the **Vehicle Search**.
- Select the **VIN Decoder** button in the top right corner.
- Enter your **VIN** (you can also enter a partial VIN), and select **Check VIN**.
- If your **VIN** is valid you will be able to view content related to that vehicle.

VIDEO LIBRARY

- Select **Video Library** in the top right corner to be launched to our video content.
- You will first see our most popular videos.
- Utilize the table of contents on the left hand side to narrow down to the exact content you need.
- Videos are not linked to the vehicle you previously entered, meaning you will see all available videos.

ASE TEST PREP

- Select **ASE Test Prep Quizzes** in the top right corner to be launched to the practice questions.
- Upon completion of the quiz you will get a results page indicating the correct answers. Close this page to get back to the rest of the practice quizzes.

The screenshot shows the 'FIND YOUR VEHICLE' search page. At the top, there are navigation links for 'Vehicle Search', 'VIN Decoder', 'Video Library', 'ASE Test Prep Quizzes', and 'Ask an Expert'. The main search area has three dropdown menus for 'Year', 'Make', and 'Model'. Below these are buttons for 'Recent Vehicles', 'Reset', and 'Select'. A text box below the search area states: 'Get the detailed information you need to tackle vehicle maintenance and repairs. Some of ChiltonLibrary's more popular features include:'. A list of features includes: 'Maintenance each specific', 'Step-by-step', 'confidently d', 'Vacuum diagn', and 'Labor Estim'. Below this is a 'VIN Search' section with a text input for 'Enter VIN Number' and a 'Check VIN' button. To the right, a section titled 'Where can I find the VIN?' includes a diagram of a car with three locations marked: 'Under the Hood, In Front of the Engine', 'Driver's Side Dashboard', and 'Inside the Driver's Side Door Jamb'. A source note at the bottom reads 'Source: National Highway Traffic Safety Administration'.

The screenshot shows the 'Table of Contents' and 'Most Popular Videos' page. On the left, a 'Table of Contents' sidebar lists categories: 'Automotive Shop Safety', 'Body', 'Brakes', 'Chassis Electrical', 'Diagnostics', 'Driveline', 'Engine Cooling', 'Engine Electrical', 'Engine Mechanical', 'Engine Performance & ...', 'Fuel System', 'General Information & I...', and 'Heating, Ventilation & A...'. The main content area is titled 'Most Popular Videos' and features a grid of video thumbnails with titles: 'Non-integrated ABS actuator', 'Dual stage or multi stage airbags', 'Caution for supplemental restraint system', 'A transistor is an electrical switch', 'A transistor is used to control the primary circuit of the E1 System', 'Combination switch', and 'Diagnostics'. A search bar at the top says 'Please select a topic from the Table of Contents'.

The screenshot shows the 'Chilton ASE Technician Test Preparation (TTP) Quizzes' results page. It features a 'View Result Summary' section with a score of 7/15 (47%) out of a possible 8/15. A donut chart shows the score. Below the score is an 'ANSWER STATUS' bar chart. The main content area shows three questions with their respective answers and correct answers. Question 1: 'An engine that demonstrates a single cylinder misfire is being diagnosed performing a leak down test. Which of these is the Most-Likely cause of the condition?' - Your Answer: 'A faulty ignition wire', Correct Answer: '-'. Question 2: 'The customer complains that the engine cranks but does not start; among the first things to check should be:' - Your Answer: 'Valve train operation', Correct Answer: '-'. Question 3: 'Technician A says that an important step in resolving a customer's concern is to test drive the vehicle to verify the concern. Technician B says that an important step in resolving a customer's concern is to check to see if the problem has an associated technical service bulletin.' - Your Answer: 'Both A and B', Correct Answer: '-'. A 'Close' button is in the top right corner.

REPAIR

- After entering a vehicle select **Repair** under the **Your Current Vehicle** section.
- Utilize the Table of Contents to narrow your results to specific topics like body repair or heating and ventilation.
- Different entries may have diagrams or images to help you in your efforts.
- Once in an entry select the **Listen** tool to have the information read to you, this is a best practice if you will be actively working on your vehicle while utilizing the content.
- Utilize the bread crumb trail at the top of the page to navigate back in your selection workflow.

MAINTENANCE

- Select **Maintenance** under the **Your Current Vehicle** section to view information about scheduled maintenance intervals.
- Enter additional information including the submodel, liters, fuel type, and number of cylinders of your vehicle to get more precise results.
- Navigate to the **Full Chart List** to see information for all submodels.

Submodel	Body	Liter	Cylinders	Fuel Type	Drive Type	Transmission	Operating Condition
50th Anniversary Edition	Sedan	3.5	6	FLEX	FWD	Automatic	Select
50th Anniversary Edition	Sedan	3.5	6	GAS	FWD	Automatic	Select
LS	Sedan	3.5	6	FLEX	FWD	Automatic	Select
LS	Sedan	3.5	6	GAS	FWD	Automatic	Select
LS	Sedan	3.9	6	FLEX	FWD	Automatic	Select

LABOR ESTIMATING

- Select **Labor Estimating** to view expected labor costs and hours for your vehicle's problem.
- Utilize the Table of Contents to narrow to the issue you need repaired.
- Toggle between a **Regular** or **Severe** category to ensure accuracy in estimation.

BULLETINS AND RECALLS

- Utilize **Bulletins/Recalls** to search and filter through all bulletins for your selected vehicle.
- Run a **Keyword Search** to find content related to a topic or part.
- The **Advanced Filters** are helpful to work step by step to find a piece of content.
- If available, enter the **TSB** number to search.

Guide to Help Reduce Repeat Visits for the Same Customer Concern (U.S. Only)

2022 and Prior GM Passenger Cars and Trucks

Only GM Authorized call centers such as GM Dealership Service Department Personnel and GM Approved Service Facilities are allowed to contact the GM Technical Assistance Center (TAC). DO NOT direct any GM vehicle owners, aftermarket or independent service facilities to contact TAC.

This bulletin has been revised to update the Location of useful Forms, added Additional Information and corrected the size of the Flowcharts. Please discard Corporate Bulletin Number 01-00-89-0100.

Bulletin Purpose

This bulletin is designed to aid technicians in duplicating an intermittent issue that a customer reported.

Location of useful Forms

The Repeat Visit-Quality Control Log and Customer Concerns Verification Sheets (CCVS) are available on Global Connect under Service Forms.

First time in for a particular issue

Has anyone asked the customer if they see anything that was not originally attached to the vehicle (aftermarket device or nearby)? See the latest version of PCS500 if needed.

If you see something and need more diagnostic time, see your manager.

It may be useful to search for bulletins and PIs or review the diagnostic aids and strategy based diagnostics. For codes in history only or intermittent issues, refer to Intermittent in the Symptoms List section of SE for the complete that the customer is experiencing (see Brakes, Drive Shafts, Diagnostic Information and Procedures, Suspension - Brake Pad Life Monitor, Intermittent).