New GM-exclusive technology called Ferritic Nitro-Carburizing (FNC) – similar to carburizing used in powertrain gear hardening – could double the life of brake rotors, from an average life expectancy of 40,000 miles to 80,000 miles.

FNC rotor technology was first introduced on the 2009 Cadillac DTS and Buick Lucerne Super. Currently, it is featured on the Buick LaCrosse and Regal as well as on the Chevrolet Impala, Malibu and Volt. Plans call for it to be featured on more than 80 percent of GM’s U.S. vehicles by the 2016 model year.

GM is the only company that has found a way to effectively treat brake rotors with the FNC process and has several patents pending on the technology.

Typically, there is a balancing act between performance and service life when designing a brake rotor and brake pad combination. More aggressive brake pad materials offer shorter stopping distances, clean up rotor corrosion quickly and have a longer service life because they tend to wear slower. However, the aggressive pad material often creates more brake noise and dust issues while also wearing the rotor faster.

Heat Treatment

Application of the FNC technology involves an additional manufacturing process that heats the rotors at 560 degrees C for up to 24 hours in a giant oven. Inside the nitrogen-rich atmosphere, nitrogen atoms bond to the surface of the steel rotor, hardening and strengthening the rotor. This hardened layer allows the rotor to wear slower and reduces rotor corrosion.

More than 80 percent of U.S. vehicles are exposed to environmental corrosion creators, such as acid rain, snow and ice, and road salt. In a recent consumer study conducted by GM, four in 10 vehicle owners listed corrosion among the top three bothersome things about their cars.
Brake Rotors – continued from page 1

To slow the oxidation process that leads to corrosion brought on by the environment, the unique FNC process lays down a 10-micron-thick transfer layer – equivalent to one-tenth the width of a human hair – across the entire rotor surface as well as the center “hat” section and inside the central cooling vanes of ventilated rotors.

The FNC treatment creates a strong surface that provides sufficient friction and effective braking performance while providing optimal corrosion protection and wear. This results in reduced rotor thickness variation caused by an uneven buildup of rust on the rotor that occurs over time.

In addition, FNC rotors create less brake dust than non-FNC rotors. So along with less rust, wheels that show off wheel hardware are kept looking clean longer.

Service Concerns

As with any brake noise or pulsation concern, when servicing a vehicle with FNC rotors, inspect the brake rotors and pads for any unusual wear or corrosion. Extensive corrosion can cause pulsation due to thickness variation. This usually happens when the vehicle is parked for long periods of time and the braking surface area under the pads corrodes at a different rate compared to the rest of the braking surface area.

If the brake pads are unevenly worn side-to-side and/or inner-to-outer, burnish the brakes by performing 10-15 moderate stops from 35-40 mph (56-64 km/h) with cooling time between stops. This burnishing procedure can help clean up the braking surface. Replace the brake pads if necessary.

Do not refinish the FNC rotors unless the rotors are determined to be the cause of the brake concern.

Do not refinish the brake rotors to correct:

- Brake noise – squeal, growl, groan
- Uneven or premature brake pad wear
- Superficial or cosmetic corrosion of the brake rotor surface
- Scoring of the brake rotor surface less than the maximum allowable specification

The brake rotors should only be refinished if they have adequate thickness to be refinished and if one or more of the following conditions exist:

- Thickness variation in excess of the maximum allowable specification
- Excessive corrosion or pitting
- Cracks or heat spots
- Excessive blueing discoloration
- Scoring of the brake rotor surface in excess of the maximum allowable specification

continued on page 3
Part Numbers

The FNC rotor part numbers for vehicles that have original equipment FNC rotors are listed in the chart.

Note: The Regal GS with the Brembo Performance brakes does not have the FNC rotor (RPO J64)

- Thanks to Matt Gibbard

<table>
<thead>
<tr>
<th>Model</th>
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<tr>
<td>2006-2013 Impala front</td>
<td>20879454/177-1071</td>
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<td>2006-2013 Impala rear</td>
<td>20879455/177-1073</td>
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Fuel Pump Modular Reservoir Assembly Installation

Modern fuel tanks have many improvements that extend fuel system component life and keep evaporated fuel out of the atmosphere. Flexible plastic tanks offer many additional benefits, including corrosion resistance and the ability to flex or “breathe” when pressure or vacuum is built up within the tank. Flexible tanks also allow engineers to design Fuel Pump Modular Reservoir Assemblies (MRA) that draw fuel from the bottom of the tank at all times.

When it’s determined that the fuel pump MRA must be removed and replaced, it is very important to follow published service procedures, especially when installing the assembly back into the fuel tank.

If the tank isn’t completely drained of fuel while it is supported on a jack, the bottom of the tank may be compressed upward, which forces the technician to compress the fuel pump MRA too far during installation. When the fuel pump MRA is compressed too far, damage may occur to the fuel transfer pipes and wiring. Additionally, the Fuel Tank Pressure (FTP) sensor can be accidentally pushed out of the MRA cover.

If the FTP sensor is accidentally pushed out while servicing the fuel pump MRA, the sensor must be replaced. The seal is integral to the sensor and is designed for a single installation cycle. If the FTP sensor is removed and reinstallation is attempted, evaporative emission Diagnostic Trouble Codes may be set and liquid fuel may leak from the FTP seal.

To avoid these issues, be sure to follow all published service procedures, especially draining the fuel tank prior to removal and having the tank supported fully when servicing the fuel pump MRA.

- Thanks to Todd Merkle

Air Conditioning Service Top 10

With summer fast approaching, here are a few quick reminders on proper A/C service procedures:

1. Make sure to follow all service and safety procedures in the appropriate Service Information.
2. Safely recover and dispose or recycle old refrigerant.
3. Follow Original Equipment (OE) manufacturers’ recommendations on flushing the system; several OEs do not recommend using any kind of solvent as a flush agent in the A/C system.
4. Follow proper oil balancing procedures, including draining the lubricant shipped in the new compressor, adding the correct amount of recommended lubricant (mineral oil vs. PAG oil, correct viscosity) to the new compressor, rotating the compressor shaft with a compressor turning tool prior to installation to properly distribute the lubricant, and lubricate the internal components. Also add the correct type and amount of lubricant if replacing any other component (condenser, evaporator core, accumulator, receiver dryer). Check the appropriate Service Information for oil type and quantity specifications for the A/C system.
5. If using PAG oil, make sure it is from a sealed container; PAG oil is hygroscopic and absorbs moisture.
6. Install an inline filter and suction screen if there was a catastrophic compressor failure.
7. Lubricate the O-rings with recommended lubricant (most recommend using mineral oil, but be sure to check the appropriate Service Information).
8. Consider replacing the accumulator/receiver dryer if more than a few years old or the system has suffered a catastrophic failure (check the appropriate Service Information for recommendations on accumulator/receiver dryer replacement).
9. Make sure to charge the system to the proper level using the correct refrigerant type and that the refrigerant is from a good source (there have been reports of contaminated refrigerants being imported into the country).
10. Check for leaks when finished to prevent contamination of the atmosphere and comebacks.

- Thanks to Dan Carter
Proper Air Shock Installation to Avoid Clunk Noise Concern


The ALC system consists of the Rear Integration Control Module (RIM), height sensor, an air compressor assembly, an ALC compressor relay, an intake hose and filter, an air tube, two rear shock absorbers, and an accessory inflator switch. The air compressor assembly consists of an air compressor and an air dryer mounted on a bracket. The air compressor head is a replaceable part of the air compressor. The exhaust solenoid is a non-replaceable part of the air compressor head.

To help reduce a possible clunk noise after installing new rear shock absorbers (part number (504-143/19257784) on the system, follow these service tips.

1. After shock installation, turn the ignition on and listen for the compressor to cycle on one time. The air compressor should cycle on after the ignition is turned on and cycle off again within the test time (approximately 30 to 45 seconds to turn on and then run for approximately 5 to 10 seconds) to pressurize the ALC system with the residual air pressure (7 to 14 psi.). The compressor will only cycle at each ignition cycle or until sufficient weight is added to the vehicle to lower it against the level position sensor. The ALC system will add air pressure to the shocks to raise the vehicle up to a level ride height.

2. Always confirm the air shock upper air cans have both moved to the correct operating position.

3. If the shock upper air can is not in the up position, put weight in the rear seat (two adults), or 250-400 lbs. in the trunk, to cycle the compressor with higher pressure. The higher pressure will seat the shock upper air can in the correct position.

4. If the shock upper air cans do not move to their raised positions, the system may have a mechanical or electrical failure, such as a leaking or pinched line, defective desiccant dryer, or inoperative compressor.

Follow the appropriate Service Information to diagnose the condition. Special tool J-22124-B, Pressure Gauge, may be needed.

The desiccant dryer, part number 22153443, contains a valve that maintains pressure at 7-14 psi when the vehicle is in a no load condition. Check the valve for proper operation.

– Thanks to Jim Carbary and Rick Balabon
Compressed Natural Gas Fuel Systems Training

Compressed Natural Gas (CNG) is an alternative fuel that delivers cleaner emissions than gasoline. The combustion of natural gas reduces carbon monoxide emissions by 90%. With stricter environmental regulations to reduce vehicle emissions and improve air quality being put in place, manufacturers are developing many different kinds of alternative fuel vehicles. CNG is one of those fuels.

The operating characteristics, servicing and maintenance of CNG fuel systems are covered in the latest ACDelco Web-Based Training (WBT) course, Compressed Natural Gas Fuel Systems (S-EP08-23.01WBT). The course presents the latest information about new CNG fuel systems now available on the Chevrolet Express and GMC Savana full-size vans. It covers:

- Laws, regulations, characteristics and safety procedures for CNG fuel systems
- CNG system components and operation
- CNG vehicles, engines and diagnostic procedures
- CNG inspection and maintenance procedures

Fuel Characteristics

A full CNG fuel tank holds the fuel at approximately 3,000-3,600 pound-force per square inch gauge (207-248 bar). The course reviews the safety procedures that must be followed to safely handle the fuel, including detecting a fuel leak, breathing natural gas, and fuel shut off procedures.

The components of a CNG system also are highlighted in the course. These include a high pressure regulator, from where fuel flows at a reduced pressure of approximately 90-110 pound force per square inch gauge (6-9 bar) to the fuel injector rails and injectors, and the steel CNG fuel tanks, which are located in different locations on a vehicle. The high pressure system also is equipped with a manually-operated isolation valve that is used for some service procedures.

Check It Out

In addition to the online Compressed Natural Gas (CNG) Fuel Systems course, ACDelco offers a variety of instructor-led, hands-on courses. To review all the latest training courses available, log in to the ACDelco Learning Management System (LMS) by clicking the Training tab at www.acdelcotechconnect.com.

– Thanks to Greg St. Aubin

Take a Test Drive of ACDelco Training

Looking for the latest automotive training but you’re not a Professional Service Center Program member? Or would you like to check out the training provided to Professional Service Center Program members by ACDelco? Now you can by taking a test drive of ACDelco training on the ACDelco Learning Management System (LMS).

Non-Professional Service Center members can try out some of the training courses ACDelco offers online by clicking the Test Drive menu button at the top of the ACDelco LMS (go to www.acdelcotechconnect.com and click the Training tab). Several courses are available in a variety of delivery types, including Web-Based Training, TechAssist, Simulations, Virtual Classroom Training and Video On Demand. Click View and then Launch Course to access the desired course.

Available online courses include:

Web-Based Training (WBT)

- Online courses that cover fundamental information and are typically less than an hour long.
  - B-SC31-11.01WBT Features and Benefits
  - S-EL06-01.03WBT Electrical/Electronics Stage 1
  - S-EL06-07.02WBT Hybrid Introduction and Safety

TechAssist

- Very brief web-based technical courses.
  - S-EL06-18.01TAS Issues with Reprogramming Modules

Simulation

- Web-based interactive technical simulation of a specific topic.
  - S-EL06-01.01SIM Electrical System Diagnostic Challenge

Recorded Virtual Classroom Training (VCT)

1–2 hour courses presented online by an ACDelco instructor. Courses are originally presented live and are recorded to be viewed at any time.

- S-AC07-01.01VCTR HVAC System Components and Lubricants - Recorded
- S-EL06-01.01VCTR Electrical Circuit Function and Diagnosis - Recorded
- S-EM01-01.01VCTR Camshaft Position Actuator Systems - Recorded

The videos available present technical and product-related information on a variety of automotive topics and ACDelco products, such as serpentine belt diagnostics, power steering system bleeding and flushing, fuel pump service, 4-wheel drive actuator motors, brake rotors and drums, and remanufactured starters and alternators. The videos provide concise information in short snippets and are available to view at any time.

– Thanks to Greg St. Aubin
Professional Service Center Program Q&A

If you have any questions about the Professional Service Center Program or any current ACDelco activities, contact the Customer Support Center at 1-800-825-5886, prompt #0.

Q. Where can I find a list of the latest training schedules for upcoming classes and seminars?
A. The training schedules can be found at www.acdelcotechconnect.com. Click on the Training tab, where you can select your specific region and view all courses.

Q. Is there a help desk or technical support line for login assistance with TIS2Web?
A. For TIS2Web support, contact the ACDelco Customer Support Center at 1-800-825-5886, prompt #3. For password and ID technical issues, call the ACDelco Aftermarket Help Desk at 1-888-212-8959.

Q. How do I obtain a claim for labor reimbursement in the Consumer Assurance Program?
A. Only White and Blue level ACDelco Professional Service Center members are eligible for labor reimbursement in the Consumer Assurance Program. To obtain a claim:
   1. Consumer returns with a defective ACDelco part
   2. Collect a copy of the original Repair Order (RO) (either from the customer or in your system) and verify that the part is still under warranty (within 12 months or 12,000 miles of use, whichever comes first)
   3. Call a Claims Administrator at 1-800-ACDelco (1-800-223-3526), prompt #3 with the RO number to verify the claim and receive a claim number
   4. Perform proper diagnostic procedures
   5. Call a Claims Administrator at 1-800-ACDelco, prompt #3 with an estimate and request approval PRIOR to any repair work being performed
   6. The Claims Administrator will advise if the customer’s claim is valid and estimate is accurate. If valid, the service center will be advised to proceed with repairs
   7. Complete repair work
   8. Part warranty should be processed through your local ACDelco parts supplier
   9. Fax a copy of the following four documents to 1-866-658-1246 (the claim number must be written on each page faxed):
      • Original RO
      • Replacement RO
      • Invoice for original part
      • Invoice for replacement part
   10. Upon receipt of the four documents, the Claims Administrator will verify the information and will call the repair facility to provide a credit card payment (check option is also available)

ASE Spring 2012 Testing

Spring 2012 Test Dates: April 1 – May 31
Registration Deadline: May 21

Register online at www.myASE.com or by calling ASE’s testing partner Prometric at 1-877-346-9327.

ASE Study Guide Available through ACDelco

The Official Automotive Service Excellence (ASE) Study Guide of Automobile Tests is available through the ACDelco Learning Management System (LMS) on www.acdelcotraining.com. The study guide is intended to help technicians study for the ASE certification tests.

The ASE study guide covers the Automobile Tests (A1-A8), the Service Consultant Test (C1), Compressed Natural Gas Vehicle Test (F1) and Exhaust Systems Test (X1).

The questions provided in the study guide will not appear on actual tests, but they are in the same format as actual test questions. All five types of multiple-choice questions used on the ASE tests are represented.

To access the study guide, perform a catalog search on the ACDelco LMS. Select Course Name contains ASE and search Self Study courses. Or search for any of the following courses:
   – Thanks to Greg St. Aubin

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<thead>
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<td>ASE Heating and Air Conditioning (Test A7) Prep</td>
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<td>S-AT02-A2.01SST</td>
<td>ASE Automatic Transmission/ Transaxle (Test A2) Prep</td>
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<tr>
<td>S-BK05-A5.01SST</td>
<td>ASE Brakes (Test A5) Prep</td>
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<td>S-EL06-A6.01SST</td>
<td>ASE Electrical/Electronic Systems (Test A6) Prep</td>
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<td>S-EM01-A1.01SST</td>
<td>ASE Engine Repair (Test A1) Prep</td>
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<td>S-EP08-A8.01SST</td>
<td>ASE Engine Performance (Test A8) Prep</td>
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<td>S-FN00-F1.01SST</td>
<td>ASE Light Vehicle - Compressed Natural Gas (Test F1) Prep</td>
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<td>S-FN00-X1.01SST</td>
<td>ASE Exhaust Systems (Test X1) Prep</td>
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<td>S-MT03-A3.01SST</td>
<td>ASE Manual Drive Train and Axles (Test A3) Prep</td>
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<td>S-SC31-C1.01SST</td>
<td>ASE Automobile Service Consultant (Test C1) Prep</td>
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<td>S-SS04-A4.01SST</td>
<td>ASE Suspension and Steering (Test A4) Prep</td>
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</table>
Low Vehicle Trim Height under Heavy Load

2001-2012 Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Tahoe, Suburban LD; and GMC Yukon, Yukon XL LD, Yukon Denali, and Yukon Denali XL; equipped with RPO Z55 or Z95

A low trim height under heavy load may be caused by a pinched wire or inoperative Automatic Level Control (ALC) pressure sensor.

Do not replace the complete air compressor assembly for either of these conditions.

Pinched Wire

On 2009 and earlier model year vehicles, a Service Suspension System message may be displayed on the Driver Information Center (DIC) along with the low rear suspension ride height.

Moisture in Sensor

If a Service Suspension System message is displayed on the DIC with a low rear suspension ride height with a heavy payload and DTC C0711 is set, it also may be the result of moisture getting into the ALC pressure sensor. Moisture in the sensor will cause an internal fault.

Follow diagnostic procedures to determine if the ALC pressure sensor needs to be replaced. The sensor is no longer serviced separately. For sensor replacement, install a complete air filter, dryer, and sensor assembly. Installing this complete assembly will provide a better repair than replacing the sensor only.

Ensure the sensor wiring is routed under and around the air filter, dryer, and sensor assembly to prevent damage along the vehicle frame during compressor assembly installation.

Inoperative Fuel Gauge

2005-2010 Chevrolet Cobalt; 2006-2010 Pontiac G5

An inoperative fuel gauge that is stuck on E (Empty) with a full tank of fuel may be the result of overfilling the fuel tank. With this condition, DTC P0461 (Fuel Level Sensor Circuit Performance) may set in the Engine Control Module (ECM). After clearing the code, the fuel gauge will begin to read correctly.

Review this condition with owners to determine how the fuel tank is being filled and how often the vehicle is refueled. It can be induced in the following ways:

- If the owner overfills the fuel tank to the point where the ECM cannot indicate a 1.6% drop in fuel within 120 miles of driving, the DTC will set and the fuel gauge will default to E.
- If the owner fills the vehicle too frequently (before the fuel gauge reading starts to drop), the ECM cannot indicate a 1.6% drop in fuel within 120 miles of driving. The DTC will set and the gauge will default to E.

To prevent the fuel gauge from defaulting to E, inform the owner to avoid overfilling the fuel tank by stopping the pump after it clicks off. In addition, do not fill the vehicle until the fuel gauge drops below Full or the vehicle is driven more than 120 miles.

Engine Electrical Conditions

2006-2007 Chevrolet Monte Carlo; 2006-2011 Chevrolet Impala

Engine power may be reduced, the Check Engine lamp may be illuminated, and DTC P0641 and other DTCs may set due to possible wire chafing.

There are three areas where wire chafing may occur.

- Inspect where the wire harness is routed by the power steering pump. Verify that the harness has not rubbed on the power steering pump pulley.
- Check near the air cleaner at the transmission boss near the A/C sensor and CKP sensor break out from the main powertrain harness.
- Verify the harness under the rear seat on the right side is routed properly and is not pinched under the seat.

If any wire chafing is found, repair the wiring, secure the wire harness and make sure it is properly routed.

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) – 1-888-833-5567
- 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 Take Training > Instructor-Led Training to view the catalog and select a specific course.
- To enroll in a Virtual Classroom Training (VCT) course, click Take Training > Virtual Classroom Training to view the catalog and select a specific course.
- To launch a Web-Based Training (WBT) course, click Take Training > Web-Based Training to view the catalog and select a specific course.
- To launch a TechAssist (TAS) course, click Take Training > TechAssist to view the catalog and select a specific course.
- To launch a Virtual Classroon Training (VCT) course, click Take Training > Virtual Classroom Training to view the catalog and select a specific course.

Current Virtual Classroom Training (VCT) Courses

Following are some of the VCT courses currently being scheduled:

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<td>S-EL06-06.01VCT</td>
<td>Two-mode Hybrid System Safety and Special Tools</td>
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<td>S-EL06-07.01VCT</td>
<td>Two-mode Hybrid System Diagnosis and Repair</td>
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<td>S-AC07-01.01VCT</td>
<td>HVAC System Components and Lubricants</td>
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<td>HVAC System Operation and Service Hints</td>
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<td>HVAC System Engine Cooling, Controls and Communication</td>
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<td>S-EL06-03.01VCT</td>
<td>Serial Data Communication Networks</td>
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<tr>
<td>S-EL06-04.01VCT</td>
<td>Communication Network Diagnosis</td>
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ACDelco 2012 Training Course Catalog

The ACDelco 2012 training course catalog is now available by clicking the Training tab at www.acdelcotechconnect.com. It’s not necessary to log in to the ACDelco LMS to view the catalog. Simply click the training course catalog link on the right side of the page to view the PDF.

The catalog includes information about:

- The Professional Service Center Program and Key Fleet Program
- Training course numbering methodology
- Training enrollment
- ACDelco Training Excellence Award Program
- Technical training course delivery methods
- Self-Study Training (SST)
- Web-Based Training (WBT)
- Virtual Classroom Training (VCT)
- Technical Training
- National Automotive Technicians Education Program
- Automotive Service Educational Program
- Business training course delivery methods
- Service consultant skills
- Customer satisfaction process
- Financial management
- Marketing
- Warehouse distributor and jobber skills

Training Schedule

To search for currently scheduled courses in your area, view the Training in Your Area section on the Home page. Select search terms from the dropdown menus and click the Submit button.

Current Instructor-Led Training Courses

The following ILT courses are currently being scheduled:

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<td>S-EP08-81.02ILT</td>
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<td>Supplemental Restraint Systems</td>
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<td>Engine Performance Advanced Drivability Diagnostics</td>
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<td>S-EL06-12.01ILT</td>
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