



GM TECHNICAL ASSISTANCE CENTER (TAC)

Dealer Tips and New Information Newsletter

AUGUST 25, 2025

"Our mission is to provide advanced technical repair guidance, resulting in a superior customer experience."

This content is intended for General Motors dealer educational purposes only. It must not be shared with third parties or consumers. This content cannot be used for promotions, advertisements, or marketing, and is intended solely to be used for dealers' information and education.

The following are key TAC Tips as well as information from recent TAC cases to help resolve some known concerns or identify normal conditions on various GM models.

GENERAL

1) Closed TAC Cases

If the case you are working with has been closed, please start a new case with the front page filled out. In the diagnostic repairs executed area, put the original case number and that you would like to work in that case. Call into TAC using the new case number and TAC can then reopen the original case and start working from there.

Please remember you can ALWAYS call TAC to work your case. DO NOT assume you can't call in to work your case. This is not true.

2) Sending Session Logs to TAC

When sending session logs into TAC for assistance, make sure to bookmark the session where the concern takes place. Even if you think the concern is obvious, the TAC agent may not. For the sake of expedience, bookmarks are always appreciated and help to avoid asking for multiple sessions.

3) Intermittent Concerns

Bulletin #01-00-89-010 has been updated from Comeback Prevention Information and Using Customer Concern Verification Sheets (CCVS) to Guide to Help Reduce Repeat Visits for the Same Customer Concern.

4) Field Product Reports

If any unusual conditions are noticed on a vehicle, please submit a Field Product Report following **Bulletin #02-00-89-002**: Information for Dealers/Technicians on When and How to Submit a Field Product Report (FPR) (U.S. Dealers Only).

Note: This is especially important for new issues not seen previously.

5) Service Information (SI) Feedback

For any issues with Service Information, please submit feedback using the feedback button

"  " on the page with an error. This helps us all get better results from our searches.

6) REQUIRED PROCEDURE for Diagnosing NOISE CONCERNS

For any noise concerns where a TAC case is needed, refer to **#PIP5358** Vehicle Noise Diagnosis and TAC Requests for Assistance with Noise-Related Complaints. Also, produce a video or sound file to share.

Note: Review the file and ensure that it will play back an audio file that can be heard from the PC speakers. The PicoScope will pick up normal noises and make them clearly audible. Make sure the noise that is being diagnosed is on the file. If the noise is not there, move the sensor and record another file until the source area is found.

7) REQUIRED PROCEDURE for Diagnosing VIBRATION CONCERNS

Following the procedures in **#PIP5601** Vehicle Vibration Diagnosis and TAC Requests for Assistance with Vibration Related Complaints is a REQUIREMENT for vibration cases to TAC.

8) Bulletin #23-NA-103: Information on Photographing Various Vehicle Concerns and Submitting Them to the GM Technical Assistance Center (TAC)

This bulletin was updated in March 2024 to include additional information and 2025 MY vehicles.

9) Bulletin #99-00-89-019: Global Warranty Management (GWM) Warranty Parts Center (WPC) Parts Return Program Information - UPDATED October 3, 2023

PLEASE REVIEW STEP 4 for service agent requirements. Per this bulletin, please return all requested parts when asked. Not returning the requested or failed part, even if it seems minor, can result in feedback/chargeback to your dealership. **Also, when returning major components, be diligent when reassembling the cores so as not to cause damage.**

10) Warranty Parts Return Process Requirements

Anytime replaced parts are returned to the Warranty Parts Center (WPC), please be sure to indicate the failed part. For example, if a bank of lifters on a V8 engine are replaced, indicate the suspect lifter out of the eight lifters. The same goes for injectors. When replacing an entire rail, indicate which injector was faulty. Identifying parts helps the engineering team and suppliers determine the root cause of the failure in order to provide continuous improvement. This is especially important when submitting a Field Product Report (FPR).

More information can be found in Bulletin #99-00-89-019Z, section F "Parts Preparation." Below is a copy of that section with the requirements.

F. Parts Preparation - Regular and Special Parts Requests Non - Hazardous Materials U.S. and Canada:

Note: When printing out the WPC shipping label, the label might indicate that it is not hazardous. That indicator is based on a new or unused part. Any part that comes in contact with flammable liquid (i.e., fuel) is considered a hazardous material.

Example: If a fuel line received from the parts warehouse is considered new and unused, it is not considered a hazmat material. However, if the same part has been installed in a vehicle and has been in contact with a flammable liquid (i.e., fuel), it is now considered hazardous material and should be shipped under the 49 CFR Hazardous Material Regulations and sent via Central Transport (US Dealers).

Note: For Service Agents in Canada, items classified as "Dangerous Goods" should not be returned. All other shipments are returned via the servicing PDC regardless of weight.

Please follow these guidelines when returning parts:

- **Clearly mark or circle with a paint pen the area of concern** on the part such as a leak, crack, premature wear, or defect. The area of defect should be clearly marked and not defaced so the area of concern is easily identified.
- **The request being made is for the actual failed part**, do not send a similar or new part.
- **Do not remove any pieces** from the part being sent back.
- **When identifying parts, be sure to do so in an area that will not damage the part** being sent back. For example: Do not wrap a label or metal tag wire around wiper blade inserts. Do not apply tape around door seals. Do not stick moldings together.
- **All parts related to the repair procedure** covered by the labor operation on the part return request should be returned together. For example, a transaction for labor operation T5603, replace eight injectors, would result in eight injectors returned under one part return request.
- **All parts related to the specific labor operation** being requested should be bundled together and shipped in one box.
- **Do not send multiple requests** in the same box.
- **Ship each individual request in a separate box** with its unique GWM Shipping label affixed on the top of the box and on one outward facing side. Include inside the package the GWM Parts Return "Shipping Label", Job Card with technician comments, and other related documentation to allow parts to be successfully routed and analyzed.
- **The Service Agent should highlight the Transaction Number** and place the folded documentation in the plastic packing bag with the highlighted Transaction Number facing outward. This process will assist the WPC in handling and crediting the Service Agent for returning the part in a timely manner. The bag containing all documentation must be securely attached to the appropriate part. Plastic packing bags are available for the protection of the documentation to be included with the parts, consisting of legible copies or hard copy of the Job Card and the WPC Request/shipping label). When additional plastic bags are needed, U.S. Service Agents should complete the Material Request form: WPC005 and e-mail to warrantypartscenterusa@gm.com. Refer to Form WPC005 at the end of this bulletin or on GM Global Connect.
- **Whenever possible, the container from the new/replacement part should be used** for the return of the failed part. All previous labeling on the box should be removed or covered prior to re-use. Leaving a prior shipping label exposed can cause errors in shipping.
- **Use only clean dry boxes to return parts** - boxes that have absorbed oil, or other fluids should not be used to return parts to the WPC. Be sure to package parts to avoid damage during shipping - bubble wrap or other protective packing materials may be needed. Avoid using any absorbing material that may contaminate the part such as loose clay absorbent products. Parts must not be shipped loose. It is important that parts arrive at the WPC in the same condition that they were in when removed from the vehicle.

- Thanks to Bryan Salisbury - V8 Engine BQM

11) The Info on Dealer Information – Choosing the Right Contact for Service Department Concerns

The following information has been updated and is available in *TechLink*.

In an effort to get the most useful information to dealerships, the GM Technical Assistance Center (TAC) has released an updated list of organizational contacts for service departments. It covers who to contact for specific situations – in essence, a list of where to go for what you need.

Technical Assistance Center (TAC)

TAC offers technical repair and diagnostic assistance. TAC does not authorize warranty or component replacements.

When a case is started with TAC, choose one of the following areas to get to the correct person for your specific issue.

- Body and Accessories
- Brakes
- Driveline or Axle – including 4WD or AWD
- Electric Vehicles
- Engine – Gas or Diesel
- General Information
- HVAC
- Hybrid – select from are 8 Hybrid choices
- Infotainment
- OnStar
- Restraints
- Safety and Security
- Steering
- Suspension
- Transmission and Transaxle
- XM

District Manager Parts and Service (DMPS) or Service Manager

Contact your DMPS for authorization on component replacements.

Techline Customer Support Center (TCSC)

TCSC provides end-to-end troubleshooting and resolution for all Techline software applications related to GM North American vehicles, including vehicle service programming, calibration issues, scan tools, dealership PC hardware, and dealership internet and infrastructure connectivity.

TCSC also provides troubleshooting and resolution for ACDelco Techline, which are Techline service applications that are available to the aftermarket community via the ACDelco TechConnect portal.

Service Information (SI)

Feedback is provided on all document pages in SI. For any issues with Service Information, please submit feedback using the feedback “mail” button on the page with an error.

SPAC

A SPAC case is the highest priority order type in the GM Customer Care and Aftersales system. A SPAC case is set up when a part is on backorder for an urgent customer concern.

Partech

Partech is parts technical assistance that can help with parts accuracy, number changes and identification concerns.

Partech also can help with GM Accessory questions, including installation sheets, missing kit components, quality issues and vehicle compatibility.

Accessory Distributor Installer (U.S.)

Contact your local Accessory Distributor Installer (ADI) with a question or concern related to Limited Production Option (LPO) parts.

Please use these contacts in your dealership to quickly connect with the correct people who can address your issue, helping to reduce unnecessary transfers and callbacks.

ACTION CENTERS

1) Current Action Centers

There are currently three active Action Centers. Please be sure to start a TAC case on the following vehicles for tracking purposes:

- **2026 Cadillac VISTIQ**
- **2026 Cadillac ESCALADE IQ**
- **2026 Chevrolet Corvette ZR1**

The Brand Quality, Engineering, and Plant teams, along with the Launch teams, appreciate your continued assistance with these Action Centers and want you to know they review each case and every issue.

ALL VEHICLES

1) Broken Battery Fuses After a Repair Due to Over-Torquing

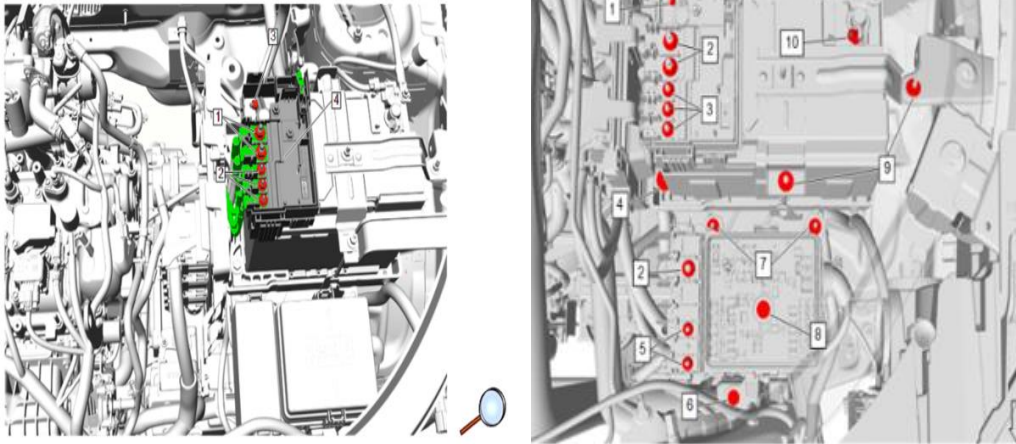
TAC is seeing an uptick in concerns rising from Maxi-type battery fuses being physically broken internally. An image of a broken fuse is shown (with the fuse in your hand, you can physically move the two blades independently of each other). This can and is leading to misdiagnosis and lost time due to the fuse checking ok while still bolted in the block due to the internal portion of the fuse barely making contact.

The damage is usually caused by some type of prior service requiring junction block removal or cable removal from the fuse.

Please exercise caution when removing these cables from the fuses for servicing components. The best practice is to remove the nuts securing these cables by hand, being careful not to twist the fuse blade itself in a manner that would damage the internal portion of the fuse.



3. Battery Hold Down Retainer Bolt (1) » Install and tighten – [Fastener Specifications](#)



When reinstalling the cables to the fuse, follow the torque specifications listed in SI closely. As you can see in the chart below, they are low in torque.

| Callout | Component Name [Component Quantity] | Single Use Fastener/Component | Thread Locking Adhesive Required | Specification | Procedure |
|---------|--|-------------------------------|----------------------------------|--------------------|--|
| | | | | Metric (English) | |
| 1 | Battery Positive Post Clamp Nut | — | — | 4.5 N·m (40 lb in) | Battery Distribution Engine Comp Replacement |
| 2 | Battery Positive Cable Nut [3x] | — | — | 22 N·m (16 lb ft) | Battery Positive and Negative C |
| 3 | Battery Positive Cable Junction Block Nut [3x] | — | — | 9 N·m (80 lb in) | Battery Distribution Engine Comp Replacement |
| 4 | Battery Hold Down Retainer Bolt | — | — | 9 N·m (80 lb in) | Battery Replacem |

- Thanks to Joseph Cancialosi - ETA, Steven Barbier - ETA, Aron Wilson - ETA, and Scott Willems - BQM

2) Bulletin #25-NA-254: Rear Cross Traffic Alert Indicators Missing

This bulletin replaces **#PIT6084A** and is now available in SI for multiple vehicles.

3) Bulletin #25-NA-242: RAS Return Instructions with Packing Instructions

This bulletin has been released and is now available in SI for various 2003 – 2014 MY vehicles.

4) Bulletin #25-NA-251: Vehicle Wide Programming May Result in a Partial or Failed Condition Where a Majority of the Controllers Fail to Program

This bulletin has been released and is now available in SI for various 2022 – 2026 MY vehicles.

5) Bulletin #25-NA-256: Do Not Swap Modules in Vehicles with Global Electrical Systems

This bulletin has been released and is now available in SI for various 2010 – 2026 MY vehicles.

6) Bulletin #25-NA-262: Information on Solenoid Body and/or Valve Body Core Packaging

This bulletin has been released and is now available in SI for all 2000 – 2026 MY vehicles.

ENGINE

1) Engine Replacement Recommendations

For engine replacement cases, please review the following bulletins:

- **Bulletin #00-06-01-026:** Engine Replacement After Severe Internal Engine Damage - Replace Intake Manifold
- **Bulletin #18-NA-073:** Repair Guidelines for Engine Component Wear
- **Bulletin #19-NA-256:** Diagnostic Tips for Knocking, Rattle, Squeak and/or Squeal Type Noise from Engine - Engine Replacement Recommendations for HFV6 Gen 1 and Gen 2
- **Bulletin #22-NA-074:** Gasoline Engine Replacement Guidelines after Connecting Rod or Crankshaft Main Bearing Damage - Replace Oil Cooler, Oil Cooler Lines and Oil Tank.

ACTION REQUIRED: Failure to replace the specified components may result in rejection of the warranty claim per the P&P guidelines.

2) Engine Replacement Requirements

If the engine is replaced with a new engine or has been overhauled, perform the Engine Prelubing procedure.

Prelube is necessary if the engine is replaced or overhauled.

If this is not done, a debit to the dealership can be assessed for engine failures.

Note: Additional information for all L84, L87 and L8T V8 engine families. Please take note when prelubing an engine during replacement.

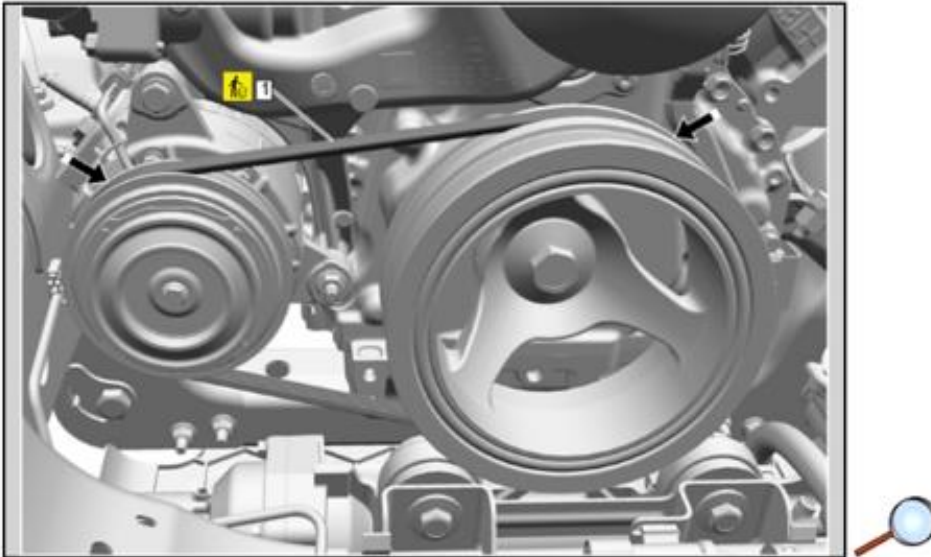
Engine Prelubing before Accessory Drive Belt Installation

Upon review of the Engine Removal and Installation service procedure and to help prevent bearing damage, the Engine Prelubing step has been moved before the installation of the accessory drive belts. The reason this change was made is to ensure the lower crankshaft bearings and journals have an adequate amount of oil before rotating the engine dry during drive belt installation.

Following is an example of the revised step sequence in Document ID 6720543.

Caution: Refer to [Engine Prelubing Caution](#).

231. Prelube is necessary if the engine is replaced or overhauled. [Engine Prelubing](#)



Note: The OEM replacement accessory drive auxiliary belt (1) is packaged with a disposable installation tool and installation instructions.
232. Install the accessory drive auxiliary belt (1) following the instructions included with the accessory drive auxiliary belt.

233. Inspect the accessory drive auxiliary belt (1) for proper installation and alignment.

3) **Bulletin #25-NA-166: Diagnostic Tip for Reduced or Low Engine Power on Acceleration**

This bulletin replaces **#PIT5994A** and is now available in SI for various 2012 – 2025 cars and SUVs.

4) **Bulletin #25-NA-232: Possible Crank, No Start ,SES Lamp Illuminated, DTC P060C May be Set in History**

This bulletin has been released and is now available in SI for 2024 – 2025 full size trucks and SUVs.

5) **Bulletin #25-NA-052: Information on Flushing Oil Contamination from Cooling System**

This bulletin has been updated and is now available in SI with clarified parts information.

6) **Bulletin #25-NA-125: Multiple Misfire, Flashing Malfunction Indicator Lamp (MIL) - DTC P050D Set**

This bulletin has been updated to change diagnostic procedures for 2025 Equinox and Terrain vehicles.

7) Bulletin #25-NA-233: Starting and/or Drivability Concerns, Malfunction Indicator Lamp (MIL) Illuminated - DTC P0089, P0090, P00C6, P163A, and/or P228C Set

This bulletin has been released and is now available in SI for 2024 and 2025 crossover models with the 2.5L LK0 engine.

8) Bulletin #25-NA-239: Malfunction Indicator Lamp (MIL) Illuminated - DTC P222B and/or P227B Set

This bulletin has been released and is now available in SI for 2025 Corvette with the 5.5L LT7 engine.

9) Bulletin #25-NA-238: Coolant Leak from Upper Radiator at the Inlet Hose Connection

This bulletin has been released and is now available in SI for 2024 and 2026 crossover models with the 2.5L LK0 engine.

10) Bulletin #25-NA-243: MIL Set P050B Software Update

This bulletin has been released and is now available in SI for 2026 crossovers models with the 2.5L LK0 engine.

11) Bulletin #25-NA-244: MIL on P2B81 Set on Vehicles equipped with LSY RPO

This bulletin has been released and is now available in SI for 2019 – 2025 vehicles with the LSY or LK0 engine.

12) Bulletin #25-NA-246: Engine Runs Rough, Misfire, Malfunction Indicator Lamp (MIL) Illuminated - DTC P0300, P050D, P0106, and/or P1101 Set

This bulletin has been released and is now available in SI for 2024 – 2026 trucks with the L3B engine.

13) Bulletin #25-NA-248: MIL on, DTC P1098 Set, Vehicle Equipped with LSY RPO

This bulletin has been released and is now available in SI for 2019 – 2026 vehicles with the LSY engine.

TRANSMISSION & DRIVETRAIN

1) Bulletin #25-NA-215: Information on Suspect Valve Body Sediment Check, Malfunction Indicator Lamp (MIL) Illuminated

This bulletin has been released and is now available in SI for many 2016 – 2026 MY vehicles.

2) Bulletin #25-NA-224: Malfunction Indicator Lamp (MIL) Illuminated - DTC P0721 and/or P0722 Set

This bulletin has been released and is now available in SI for several 2024 – 2025 MY vehicles.

3) Bulletin #25-NA-148: Vibration Between 25 and 80 MPH (40 and 128 KM/H) at Steady Speed

This bulletin has been released and is now available in SI for many 2020 – 2025 RWD vehicles.

4) Bulletin #25-NA-158: No Shift, Transmission in Default, only has 5th Gear and/or Reverse, Malfunction Indicator Lamp (MIL) Illuminated - DTC P0747 Set

This bulletin has been released and is now available in SI for 2021 – 2024 Silverado 2500HD/3500 HD and Sierra 2500HD/3500HD trucks.

5) Bulletin #25-NA-211: Vehicle Surges/Jerking When Driving at High Speeds

This bulletin replaces **#PIP6046** and is now available in SI for 2025 – 2026 Trax and Envista models.

CARS & SMALL SUVS

1) Bulletin #25-NA-258: 2025 Trailblazer Poor Heater Performance during Auto Stop

This bulletin has been released and is now available in SI for 2025 Trailblazer SUVs.

PERFORMANCE VEHICLES

1) **Bulletin #25-NA-253: New Model Features 2026 Chevrolet Corvette**

This bulletin has been released and is now available in SI for all 2026 Corvette vehicles.

CROSSOVERS

1) **Bulletin #25-NA-213: Buckle to Drive Message on DIC**

This bulletin has been released and is now available in SI for 2025 Equinox and Terrain vehicles.

2) **Bulletin #25-NA-225: Vehicle Intermittently is Hard to Slow Down**

This bulletin has been released and is now available in SI for 2024 – 2025 Envision vehicles.

3) **Bulletin #25-NA-240: Master Cylinder and EBCM Replacement and Required Parts (Possible DTC C055F) - Multiple Malfunction Indicator Lamps and/or Warning Messages with No Change in Braking Performance or Pedal Feel**

This bulletin has been released and is now available in SI for 2025 mid-size trucks and large crossovers.

TRUCKS & SUVS

1) **Bulletin #25-NA-154: False Bicycle Detection, Rear Cross Traffic False Brake, False Side Detection Unavailable**

This bulletin has been released and is now available in SI for 2025 full-size SUVs.

2) Bulletin #25-NA-218: Metallic Clicking Type Noise Heard When Turning the Steering Wheel While Parking and/or When in Park

This bulletin has been released and is now available in SI for 2023 – 2025 Canyon and Colorado models.

3) Bulletin #25-NA-226: Information on Missing Intake Manifold Cover

This bulletin has been released and is now available in SI for 2026 Canyon and Colorado vehicles.

4) Bulletin #25-NA-229: A26 HVAC Controls RPO C67- Check Engine Light - DTC U0424

This bulletin has been released and is now available in SI for 2024 – 2025 Canyon and Colorado vehicles.

5) Bulletin #25-NA-234: Information on a Rattle and/or Clunk-Type Noise Heard from the Steering Column

This bulletin has been released and is now available in SI for 2023 – 2025 Canyon and Colorado models.

6) Bulletin #25-NA-235: Service Rear Liftgate Message on DIC with No Codes Setting

This bulletin has been released and is available in SI for 2025 – 2026 full-size SUV and crossover models.

7) Bulletin #25-NA-247: 2025 Silverado HD Grille Cover Obstructs Front Camera

This bulletin has been released and is available in SI for 2025 Silverado HD vehicles with the L5P engine.

8) Bulletin #25-NA-250: Humming Noise from Headlamp Cooling Fan

This bulletin has been released and is available in SI for 2025 full-size SUVs.

9) Bulletin #25-NA-252: After Startup Unable to Shift from Park with A Conditions Not Met Message

This bulletin replaces **#PIT6273** and is now available in SI for 2025 full-size SUVs

ELECTRIC & HYBRID VEHICLES

1) Bulletin #25-NA-217: Information on Blazer EV Head-Up Display (HUD) Image Distorted

This Bulletin has been released and is now available in SI for 2024 Blazer EV vehicles.

2) Bulletin #25-NA-214: Service Leveling System - C103C C103D C103E C103F (64)

This bulletin has been released and is now available in SI for 2024 - 2025 Sierra EV, Silverado EV and ESCALADE IQ models.

3) Bulletin #25-NA-216: Information on Speed Governor Change

This bulletin has been released and is now available in SI for 2023 - 2026 BrightDrop and Zevo vehicles.

4) Bulletin #25-NA-219: Missing Tool Kit for Removing the Front I-Bar

This bulletin has been released and is now available in SI for 2025 - 2026 HUMMER vehicles.

5) Bulletin #25-NA-220: Rattle in Dash Over Rough Roads

This bulletin has been released and is now available in SI for 2024 - 2025 Blazer EV vehicles.

6) Bulletin #25-NA-221: Rear Seat Heat is Not as Warm as Expected

This bulletin has been released and is now available in SI for 2026 VISTIQ vehicles.

7) Bulletin #25-NA-129: DTC P1C01 Set in the Battery Energy Control Module (BECM)

This bulletin has been released and is now available in SI for 2024 - 2026 EV trucks and full-size SUVs.

8) Bulletin #25-NA-130: DTC P1C01, P0530, P1C26 in the Battery Energy Control Module (BECM)

This bulletin has been released and is now available in SI for 2024 - 2025 EV trucks and full-size SUVs.

9) Bulletin #25-NA-069: Windshield Dash Reflection and/or Glare Concerns

This bulletin has been released and is now available in SI for 2024 – 2025 Equinox EV vehicles.

10) Bulletin #25-NA-149: Water Found on Front Passenger Floor

This bulletin has been released and is now available in SI for 2024 – 2025 Equinox EV and OPTIQ models.

11) Bulletin #25-NA-222: Information on Reduced Acceleration / Reduced Power Messages and Warning Lights/Indicators without DTCs

This bulletin has been released and is now available in SI for many 2022 – 2026 EV vehicles.

12) Bulletin #25-NA-237: Forward Collision Alert Unavailable, DIC Message with U3000 SYM44 in Front Camera Module

This bulletin has been released and is now available in SI for 2024 – 2025 EV trucks and full-size SUVs.

CX CONNECT & TAC CASES

1) New CX Connect Platform and Assistance

As of August 11, 2025, DCM has moved to the new CX Connect platform.

For assistance with this new program, please use this link to [**CX Connect Case Creation + Tips and Tricks**](#) in Global Connect.

A printable PDF of the CX Connect Help information is available on *TechLink*.

Additional information will be forthcoming in future issues and/or other information in *TechLink*.