



GM TECHNICAL ASSISTANCE CENTER (TAC)

Dealer Tips and New Information Newsletter

OCTOBER 27, 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) 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.

2) 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.

3) 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.

4) 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.

5) 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.

6) 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.

7) 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.

8) 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.**

9) 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 8 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 8 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

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

The following information has been updated and is available on *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 is currently one active Action Center. Please be sure to start a TAC case on the following vehicle for tracking purposes:

- **2025/2026 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) 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 2000 – 2026 MY vehicles.

2) Bulletin #25-NA-311: Rear and Side Tempered Glass Spots (Quench Marks)

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

3) Bulletin #25-NA-312: Information on GM App Store - Error Notification

This bulletin has been released and is now available in SI for 2017 – 2026 MY vehicles.

4) **Bulletin #25-NA-320: Information on Media Source Randomly Switching to Customers Device**

This bulletin replaces **#PIT6182A** and is now available in SI for 2023 – 2026 MY vehicles.

5) **Bulletin #25-NA-326: Garage Door Opener Learn Fails/DTC U118B Loss of Communication with Universal Garage Door Transmitter/Erratic Garage Door Performance**

This bulletin replaces **#PIT6368B** and is now available in SI for several 2024 – 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.

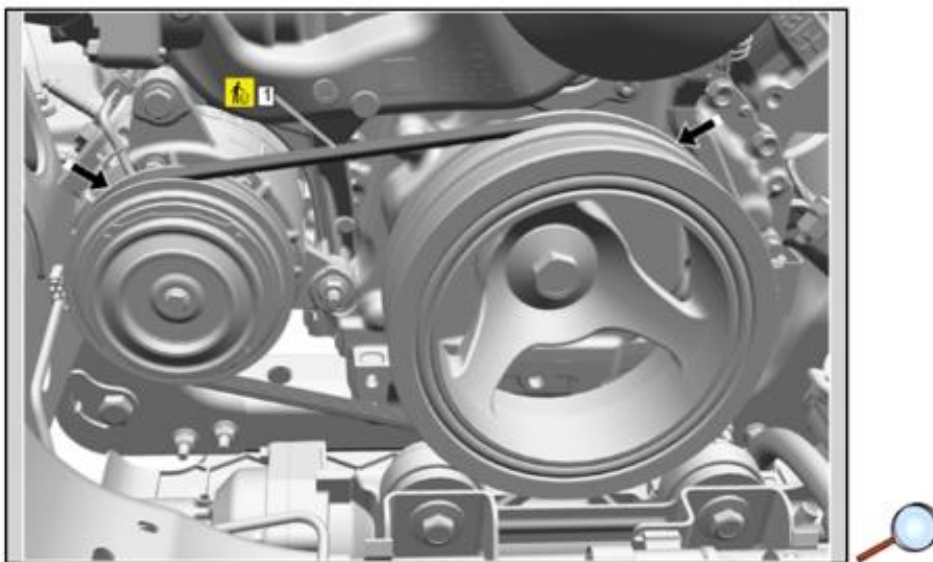
Note: Additional information applies to all L84, L87 and L8T V8 engine families. Please take note when prelubing an engine during replacement.

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-031: Information on New Engine Long Block Part Number

This bulletin has been released and is now available in SI for 2016 – 2018 Full-Size Trucks with the 5.3L L8B engine.

4) Bulletin #25-NA-202: LZ0 Turbocharger Replacement

This bulletin has been released and is now available in SI for 2023 – 2026 MY Full-Size Trucks and SUVs.

5) Bulletin #25-NA-207: Malfunction Indicator Lamp (MIL) Illuminated - DTC P0011, P0014, P05CC, and/or P05CE Set as Current or History

This bulletin has been released and is now available in SI for 2024 – 2025 CT5 models equipped with the 2.0L LSY engine.

6) Bulletin #25-NA-307: Information on Engine Noise from Bell Housing Area, Malfunction Indicator Lamp (MIL) Illuminated - DTC P06DD Set

This bulletin has been released and is now available in SI for 2025 – 2026 Full-Size Trucks and SUVs

7) Bulletin #25-NA-309: Information on High Idle, Oil Consumption, Oil Leak, Malfunction Indicator Lamp (MIL) Illuminated - DTC P0101, P0507, and/or P1101 Set

This bulletin has been released and is now available in SI for 2019 – 2026 multiple vehicles with CSS engines: LSY, LK0, L2R, and L3B.

8) Bulletin #25-NA-310: Information on Malfunction Indicator Lamp (MIL) Illuminated - DTC P060C Set

This bulletin has been released and is now available in SI for 2024 – 2026 MY HD Trucks with the L5P or L8T engine.

9) #PIP6089: 5.5L LT6, LT7 TAC Engine Restriction

This PI has been released and is now available in SI for 2023 – 2026 Corvettes with the 5.5L LT6 or LT7 engine.

10) Emerging Issue: FPCM's (Replacement) Setting P0602 and No Pump Operation

Concern: There are 3 known part numbers currently mislabeled.

These are older modules (2007 – 2009) being labeled for 2010-2014 MY Trucks.

Sold as: Part actually is:

208771116 20759945 2008-2009MY

20898936 20964305 2013-2014MY

20964299 20791897 2011-2012MY with JL1 integrated trailer brakes.

The wrong modules will set DTC P0602 after attempted programming and the fuel pump will not operate.

Correction: Stock was incorrectly labeled and shipped by the supplier and subsequently sold. The warehouse team is working to correct the rest of the inventory, and the supplier is working to ship the correct parts.

There is no current date set when all new stock will be verified for the proper application This information will be updated to reflect when proper modules can be ordered and obtained. For current vehicles that are still operational, do not change the module until verified stock can be obtained.

Thanks to Phil Forster – ETA, Chad E. – Lead Product Quality Analyst, and George L. – Remanufacturing Engineer

11) Information about the L87 Engine Campaigns (N252494000, N252494001, & N252494002)

"The replacement engine gets whatever is on the cap of the previous engine." To be a little more specific: If the cap replacement and oil change portion of the campaign has not been performed and the original engine still has the 0W20 cap, the replacement engine would get 0W20.

If the cap replacement and oil change portion of the campaign had been previously performed and the original engine has a 0W40 cap, the replacement engine would get 0W40.

This has been verified per Timothy Lightfoot - V8 engine ETA, and Zach Gillett - Brand Quality Field Action Execution, Field Product Reports Team Leader.

Thanks to Greg Brinlee - FSE for submitting this update.

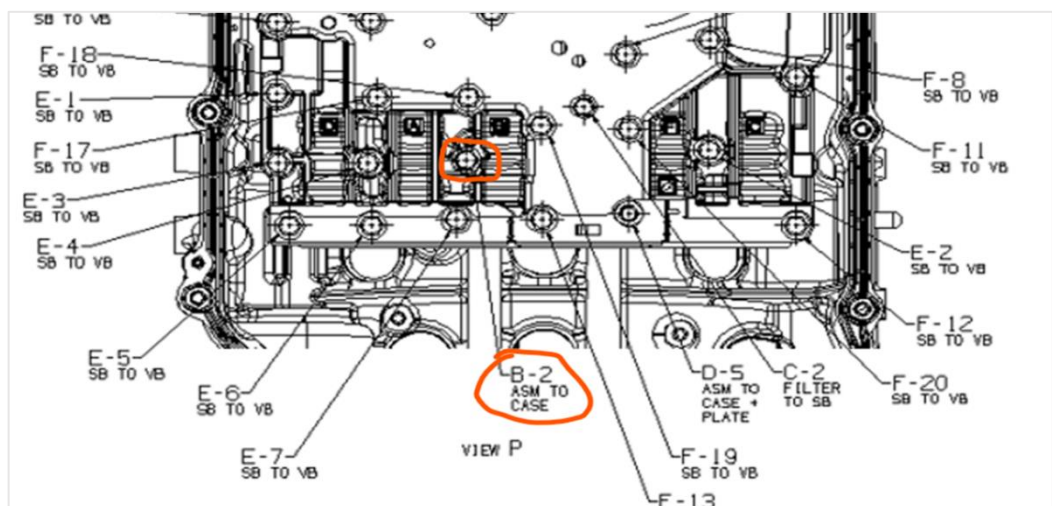
TRANSMISSION & DRIVETRAIN

1) Emerging Issue: DTC P0777 Setting After Valve Body Assembly Repair or Replacement 10L100 and 10LXX Transmission

Concern: DTC P0777 setting after valve body repair or replacement.

Cause: Engineering has requested to remove the valve body bolt and reinstall to 8 Nm, which is 1 Nm less than torque spec to see if the DTC is no longer setting. They are also requesting feedback if the bolt retorquer corrects the concern. See image for the exact bolt location.

Also, if there is a new concern other than DTC P0777 after the listed TSBs for the valve body assembly repair, the request is to remove the repaired valve body assembly to inspect for possible misplaced or missing check balls.



Thanks to Tom Ellison - 10Lxx and 10L1000 ETA, Mark Gordon - BQM, and Jeremy Hogan - Engineer

PERFORMANCE VEHICLES

1) **Bulletin #25-NA-190: Information on How to Reset the Lifetime Peak G-Force Spider Graph in the Performance App**

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

CROSSOVERS

1) **Bulletin #25-NA-308: Information on Perform Liftgate Module Relearn Before Liftgate Latch Replacement**

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

2) **Bulletin #25-NA-316: Information for Squeal-Type Noise Heard from Rear of Vehicle During Low Speeds, Reversing and/or any Parking Maneuvers**

This bulletin has been released and is now available in SI for 2024 - 2025 Crossovers equipped with the LK0 engine.

3) **Bulletin #25-NA-331: Power Door Locks Cycle or Intermittently Inoperative - Loss of Data with Multiple U-Codes - Unwanted Seat or Memory Mirror Movement or Doesn't Function - Intermittent No Crank/No Start or Reduced Power**

This bulletin replaces **#PIT5606** and is now available in SI for 2017 - 2021 XT5 and Acadia vehicles.

TRUCKS & SUVs

1) Bulletin #25-NA-302: Blank or Distorted Instrument Panel Cluster IPC Display

This bulletin has been released and is now available in SI for 2021 – 2026 MY Full-Size SUVs.

2) Bulletin #25-NA-305: Rear Door Will Not Open Using External and/or Internal Handle

This bulletin has been released and is now available in SI for 2025 – 2026 MY Full-Size SUVs.

3) Bulletin #25-NA-313: Mute and Home Button on Radio Display Inoperative

This bulletin has been released and is now available in SI for 2025 Full-Size Trucks.

4) #PIT6445: Forward Collision/Front Pedestrian Braking/Intersection Collision Braking/Reverse Automatic Braking Default to Alert and Brake After Ignition Cycle

This PI has been released and is now available in SI for several 2026 MY Full-Size Trucks and SUVs.

5) Bulletin #25-NA-328: Exhaust Rattle at First Start Up and/or During Light Throttle Input

This bulletin has been released and is now available in SI for 2021 – 2025 SUVs.

ELECTRIC & HYBRID VEHICLES

1) Bulletin #25-NA-152: Vehicle Leaning to the Side, Vehicle Not Sitting Level - DTC's C118B, C118C, C118E and/or C118F Set

This bulletin has been released and is now available in SI for 2022 – 2026 Sierra EV, Silverado EV and HUMMER EVs.

2) Bulletin #25-NA-188: Creaking Noise from Front of Vehicle

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

3) Bulletin #25-NA-196: Outside Rearview Mirror Shaking and/or Having a Vibration at High Speeds at 96 km/h (60 mph)

This bulletin replaces **#PIT6153** and is now available in SI for 2023 – 2025 Zevo and BrightDrop vehicles.

4) Bulletin #25-NA-200: L234 Auto Rain Sense Wiper Performance

This bulletin replaces **#PIT6386A** and is now available in SI for 2026 VISTIQ vehicles.

5) Bulletin #25-NA-223: Information on Serviceability for the Rear HVAC Control Knob

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

6) Bulletin #25-NA-272: Service High Voltage Message on Driver Information Center (DIC), DTC P0534 Set

This bulletin has been released and is now available in SI for 2024 – 2026 Silverado EV, Sierra EV, HUMMER EVs, and ESCALADE IQ vehicles.

7) Bulletin #25-NA-314: HUMMER EV Removable Sky Panel Wind Noise Diagnostic Tips

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

8) Bulletin #25-NA-321: Midgate Inoperative with Midgate Ajar Message, DTC B1F55

This bulletin has been released and is now available in SI for 2024 – 2026 Silverado EV and Sierra EV vehicles.

9) Bulletin #25-NA-322: Hood Ajar Message Illuminated on the IPC with DTC B1C8D, B1C8C, B1C80, B1C81, P257F

This bulletin replaces **#PIT6202** and is now available in SI for 2024 – 2025 Silverado EV, Sierra EV and HUMMER EV vehicles.

10) Bulletin #25-NA-324: Trailer Tire Pressures are Reading Incorrect on the IPC Display

This bulletin replaces **#PIT6381** and is now available in SI for 2024 – 2025 Silverado EV and Sierra EV vehicles.

11) Bulletin #25-NA-330: Radio Display Shakes Intermittently - VCU SW Update

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

12) Emerging Issue: Replacement Battery Pack Bracket Missing

Concern: When replacing a high-voltage battery pack, the new battery pack is missing the bracket that holds the ground strap.

Correction: The SI procedure has been updated to include the following:

- A. If there is a ground strap bracket on the RESS, bolt the strap back on to the pack.
- B. If there is no bracket on the RESS, remove the ground strap from the vehicle and discard the rear ground strap.

BET battery pack replacement at the dealerships may receive battery packs without the rear ground strap and/or rear ground strap mounting bracket. This change is for all electric vehicles that receive BET RESS packs, including Silverado EV, Sierra EV, HUMMER EVs, ESCALADE IQ, all BrightDrop EVs among others for all model years.

Remanufactured packs had the rear ground strap removed starting September 1, 2025, and the GM RESS plants switched over prior to that. The replacement packs should now be available to dealerships.

INFOTAINMENT

1) Bulletin #25-NA-315: C157.2/C158.2 Radio Software Update for Infotainment System RPO IOR

This bulletin has been released and is now available in SI for multiple 2022 - 2025 vehicles.

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*.

More information is available from the CX Connect home page as shown below.

	U. ↑ ↓	Title	Description
1	⚠	CXConnect Case Creation Guide + Tips and Tricks	1. To start a new case in CXConn
2	⚠	Accessing Dealer Resolutions in CXConnect	1. To access dealer resolutions, r
3	⚠	Attaching Files in a CXConnect Case	1. To attach a file to your case, loca
4	⚠	Updating a Case	Updating a Case1. To send a cas
5	⚠	CX Connect Enhancement Updates - September 15th, 2025	Thank you for your continued feedb
6	⚠	Setting Up Email in CX Connect	Setting up Email in CX Connect1.

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