



GM TECHNICAL ASSISTANCE CENTER (TAC)

Dealer Tips and New Information Newsletter

SEPTEMBER 29, 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 is currently one active Action Centers. 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-281: Information on SPS Warranty Claim Code Submission and Retrieval

This bulletin has been released and is now available in SI for 2018 – 2026 MY vehicles.

3) Bulletin #25-NA-291: Information on Musky Odor Elimination Due to Water Intrusion

This bulletin has been released and is now available in SI for 2020 – 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.

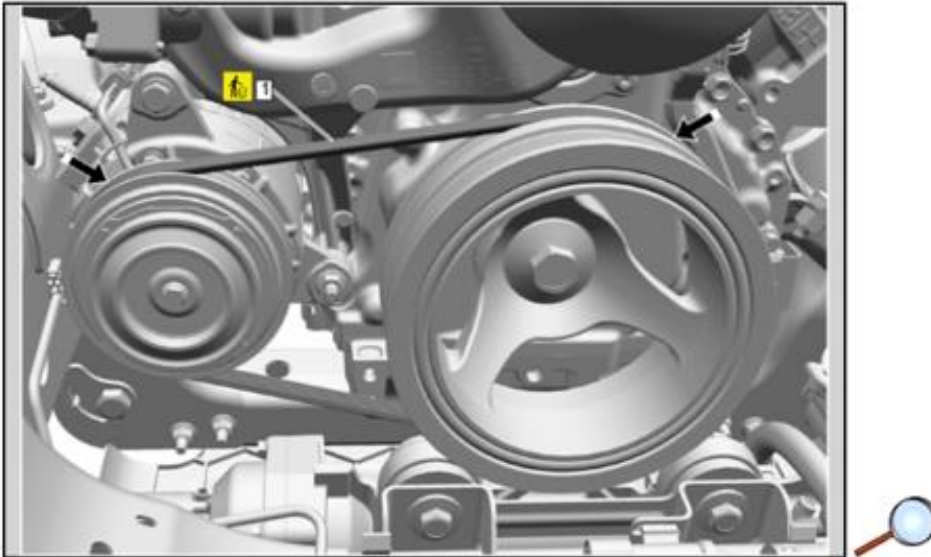
Engine Prelubing before Accessory Drive Belt Installation

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-268: Fuel Odor and/or Leak from Under Vehicle

This bulletin has been released and is now available in SI for 2022 - 2025 Full-Size Trucks and SUVs equipped with the L5D, L5P, LM2, or LZ0 diesel engines.

4) Emerging Issue: Oil Leaks on 3.0L LGY Engine Turbocharger

Concern: Oil leak issues on the 2023 MY and newer 3.0L LGY engine in the turbocharger band clamp area on the left and right side.

Cause: In an effort to better understand these leaks and the root cause, Engineering is asking that pictures be taken of the leak, location area, and as close up as possible. Please take these pictures prior to disassembly and before any turbocharger replacements or repairs are made.

For ANY OIL LEAKS attributed to the engine turbocharger area, please start a TAC case so the pictures can be sent to Engineering for review.

Correction: There is a RedX investigation for this concern and more information will be forthcoming.

Thanks to Ameer Haider - Assistant Chief Engineer; Scott Willems - BQM; Aron Wilson - HFV6 SGE, LGE - ETA; Joseph Cancialosi - SGE, LGE, HFV6 ETA; and Steven Barbier - LGE, SGE, HFV6 ETA.

5) Emerging Issue: LTG Replacement Engine Fitment Issues

Concern: There are some differences in the LTG engine block that may cause concern when installing a reman LTG engine during service.

Correction/Next Steps: Before installing the replacement engine, carefully open the box, and inspect the engine mount bolt hole orientation to make sure it matches the engine being removed.

One set is in the shape of an “L” and the other set looks like the “L” is laying down (simply the easiest way to explain it). These are not interchangeable and there is a process in place currently to correct this prior to shipping.

Thanks to Scott Willems – BQM; Joseph Cancialosi – SGE, LGE, HFV6 ETA; Steven Barbier – LGE, SGE, HFV6 ETA; and Aron Wilson – HFV6 SGE, LGE – ETA

6) Bulletin #25-NA-284: Information on DTCs P2632 and/or P2634 Found During a GDS 2 Scan for Another Concern

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

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

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

8) Bulletin #25-NA-299: Diagnostic Tip - LM2 and/or LZ0 setting P2C7A

This bulletin has been released and is now available in SI for 2020 – 2024 MY Trucks and Full-Size SUVs equipped with the LM2 or LZ0 engine.

TRANSMISSION & DRIVETRAIN

1) Bulletin #25-NA-259: Service 4WD Message, DTCs U220E/U0403/U0102

This bulletin has been released and is now available in SI for 2024 MY Trucks and Full-Size SUVs.

2) Bulletin #25-NA-267: Diagnostic Tip for Transmission Fluid Appearance for 8T45/50/60, 9T45/50/60/65, and 6T30/35/40/45 Transmissions

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

3) Bulletin #25-NA-271: No Start, Malfunction Indicator Lamp (MIL) Illuminated - DTC P27EC and/or P2797 Set

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

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

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

5) Bulletin #25-NA-255: No Shift, Transmission in Default, only has Fifth Gear and/or Reverse, Malfunction Indicator Lamp (MIL) Illuminated - DTC P0747 Set

This bulletin has been released and is now available in SI for 2020 – 2024 MY Trucks and Full-Size SUVs.

6) Emerging Issue: DTC P18A3 Setting After Service GEN3 Valve Body Installation

Concern: 10LXX transmission setting a DTC P18A3 after a Service GEN3 valve body assembly installation.

Cause: The M123 Transmission Park Valve Solenoid should have been transferred from the original valve body.

Correction: When installing a new GEN3 valve body, the M123 Transmission Park Valve Solenoid Actuator must be transferred from the original OEM valve body, following SI document 5580200. The connector for this actuator is tucked into the wiring harness of the new valve body. Locate this connector and plug it into the original M123 Transmission Park Valve Lock Solenoid Actuator that was previously installed in the GEN3 valve body.

Thanks to Tom Ellison – 10LXX and 10L1000 SME and Mark Gordon – BQM

7) #PIP6084: Service Parts and Procedures Now Released For Transmission Park Lock Valve Related Faults

This PI has been released and is now available in SI for 2020 – 2025 MY Corvette.

PERFORMANCE VEHICLES

1) **Bulletin #25-NA-266: MIL Illuminated - DTC P2DE6 Set for Drive Motor Clutch Actuator Performance**

This bulletin has been released and is now available in SI for all 2024 - 2026 MY Corvette E-Ray Models.

2) **Bulletin #25-NA-278: Service Transmission Message Displayed on Driver Information Center (DIC), Malfunction Indicator Lamp (MIL) Illuminated - DTC P1955 and/or P0867 Set**

This bulletin has been released and is now available in SI for 2024 - 2026 Corvette E-Ray models.

3) **Bulletin #25-NA-300: Diagnostic Aid: Service Headlamp System Message Displayed in DIC**

This Bulletin replaces PIC6512A and is now available in SI for 2020 - 2026 Corvette vehicles.

CROSSOVERS

1) **Bulletin #25-NA-249: MIL on P149E Set on Vehicles Equipped with LSY RPO**

This bulletin has been released and is now available in SI for 2024 - 2025 MY Envision and XT4 vehicles.

2) **Bulletin #25-NA-280: Temperature Gauge Reads High After Remote Start**

This bulletin has been released and is now available in SI for 2021 - 2023 Envision vehicles.

3) **Bulletin #25-NA-282: Brake Pad Life Overpredicting Wear**

This bulletin has been released and is now available in SI for 2024 - 2025 large crossovers.

4) Bulletin #25-NA-288: C116B and C116C Setting Current or in History with Service Brake Pad Monitor Message

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

5) Bulletin #25-NA-295: Information on A/C Not Cooling, A/C System Low or Empty of Refrigerant

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

6) Bulletin #25-NA-304: DTC B19D9.55 Setting Current for Sunroof Window Motor is Not Configured

This bulletin has been released and is now available in SI for 2025 Large Crossovers.

TRUCKS & SUVs

1) Bulletin #25-NA-260: Noise from the Cooling System

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

2) Bulletin #25-NA-261: C1194 Air Suspension

This bulletin has been released and is now available in SI for 2024 – 2026 Full-Size Trucks and SUVs.

3) Bulletin #25-NA-264: Information on Automated Brake Bleed and/or Brake Hydraulic Test Procedure Fails

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

4) Bulletin #25-NA-269: Upfitter Switches Inoperable, MIL May not be Illuminated, One or Multiple BXXX DTCs Found in the UVM

This bulletin has been released and is now available in SI for 2024 – 2025 Full-Size Trucks.

5) Bulletin #25-NA-274: Information on Hesitation and/or Misfire Sensation When Passing Under High Voltage Transmission (Power) Lines, - Multiple Intermittent ABS DTCs Set

This bulletin has been released and is now available in SI for 2023 – 2025 Express and Savana vans.

6) Bulletin #25-NA-277: Squeak, Rattle or Itch Noise from the Driver-Side Lower Vent or Trim Area

This bulletin has been released and is available in SI for 2025 Yukon vehicles.

7) Bulletin #25-NA-286: Assist Steps Exit Lighting Inoperative

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

8) Bulletin #25-NA-290: Squeak Type Noise Heard When Turning the Steering Wheel

This bulletin has been released and is available in SI for 2023 - 2026 MY Colorado and Canyon vehicles.

9) Bulletin #25-NA-294: Brake Pedal Not Returning All the Way Up and/or Brake Light Stays on After Customer Releases Foot from the Brake Pedal

This bulletin has been released and is now available in SI for 2023 - 2025 Express and Savana vans.

10) Bulletin #25-NA-296: Rear-View Mirror or Backup Camera View Misaligned

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

11) Bulletin #25-NA-303: Integrated Chassis Control Module (ICCM) Parasitic Drain After 12V Battery Replacement or Recharge

This bulletin replaces #PIT6340 and is now available in SI for 2024 - 2025 MY Colorado and Canyon vehicles.

12) Emerging Issue: T1 SUV Battery Draw/Dead Battery

Concern: T1 SUVs built prior to May 2025 may have a dead battery or a draw concern of 160 to 640mAmps.

Cause: Engineering has identified an issue with the Chassis Control Module software and has implemented a software update to alleviate the concern.

Correction: Update the K38 Chassis Control Module with the latest software.

Thanks to Kacy McCure - Full-Size Truck ETA and Mike Waszczenko - BQM

ELECTRIC & HYBRID VEHICLES

1) Bulletin #23-NA-157: HPCM2 Software Update for DTC U3620-U362E and U3630-U3636

This bulletin has been significantly updated and is available in SI for Bolt vehicles.

2) Bulletin #25-NA-263: Information on Passenger-Side Outside Mirror Reflection

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

3) Bulletin #25-NA-265: Waves, Wrinkles or Ripples in Charge Port Door Finish

This bulletin replaces PIT6330 and is now available in SI for 2025 OPTIQ vehicles.

4) Bulletin #25-NA-270: Wireless Phone Charging Inoperative

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

5) Bulletin #25-NA-273: Clicking Noise on Deceleration, RWD Vehicles Only

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

6) Bulletin #25-NA-275: Information on CELESTIQ Unique Exterior Paint Care

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

7) Bulletin #25-NA-276: Flutter/Rattle Noise from High Bass Audio Input on Front Door Trim Panel

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

8) Bulletin #25-NA-279: Front Grille Trim Fitment - Front Fascia Popped Out

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

9) Bulletin #25-NA-285: Power Swing Gate Opens Slightly, Does Not Open, Does Not Close, Makes Clunking Noise

This bulletin replaces #PIT6057 and is now available in SI for 2024 - 2026 HUMMER SUV vehicles.

10) Bulletin #25-NA-298: Hazing and Rainbow Image on the Exterior of the Rear Quarter Windows

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

11) Emerging Issue: Steering Wheel Wobble at Slow Speeds on 2026 ESCALADE IQ and IQL

Concern: While driving in stop-and-go traffic with Super Cruise active, if Super Cruise is left engaged and the brake pedal is never applied, the steering wheel may wobble back and forth when the vehicle starts to speed up again. If Super Cruise is disengaged and re-engaged, the wobble will not occur again. In most instances in stop and go traffic, use of the brakes will disengage Super Cruise and the condition will not occur.

Correction: This is a known issue with model year 2026 and the software fix is coming in a few weeks.

Thanks to Paul Radzwilowicz - ETA; Nick Flannery- ACF; and Mark Shearer - BQM

12) Emerging Issue: 2023-2025 Cadillac Lyriq - Roll Down/Up one or More Window(s) Message

Concern: A customer may report that intermittently they receive a message to roll down/up one or more windows. Windows will continue to work normally. There is currently a RedX investigation into this concern.

Correction: Test the 12-volt battery and check the battery cable connections. If no issues are found, do not replace any parts at this time.

Thanks to David Antal - ETA; Blake Streling - BQM; and Theon Tinker- DRE.

INFOTAINMENT

1) #PIT6425: Super Cruise Unavailable With “No Road Information” Message and GPS-Linked Features Inoperative

This PI has been released and is available in SI for multiple vehicles.

2) Bulletin #25-NA-306: Service Emergency Calling Message B19DA Set in Telematics Control Module

This bulletin replaces PIT6214 and is now available in SI for multiple 2024 vehicles.

CX CONNECT & TAC CASES

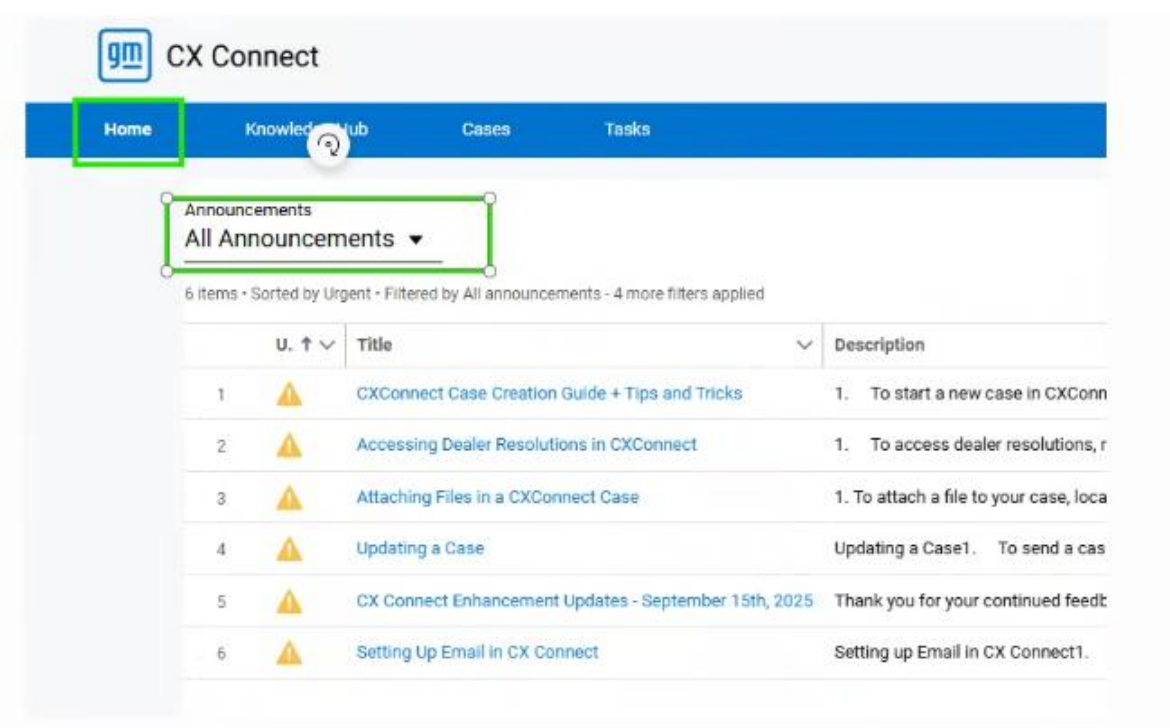
1) New CX Connect Platform and Assistance

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.



The screenshot displays the CX Connect interface. At the top, the GM logo is followed by the text 'CX Connect'. Below this is a blue navigation bar with four tabs: 'Home' (highlighted with a green box), 'Knowledge Hub', 'Cases', and 'Tasks'. A green box also highlights the 'Announcements' dropdown menu, which is currently set to 'All Announcements'. Below the navigation bar, a status bar indicates '6 Items • Sorted by Urgent • Filtered by All announcements - 4 more filters applied'. The main content area features a table with the following columns: 'U. ↑ ↓', 'Title', and 'Description'. The table contains six rows of announcements, each with a yellow warning icon in the 'U.' column.

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*.