



# GM TECHNICAL ASSISTANCE CENTER (TAC)

## Dealer Tips and New Information Newsletter

DECEMBER 19, 2025

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

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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. 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.

The feedback button also is available for issues with the Labor Time Guide in SI.

## 5) REQUIRED PROCEDURE for Diagnosing NOISE CONCERNS

For any noise concerns where a TAC case is needed, refer to 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](mailto: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*

## ACTION CENTERS

### 1) Current Action Centers

There are not any currently active Action Centers. The Corvette ZR1 ended December 9, 2025:

## ALL VEHICLES

### 1) Bulletin #25-NA-379: Information on Vehicle Color in 360-Degree Camera View Does Not Match Vehicle Color

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.

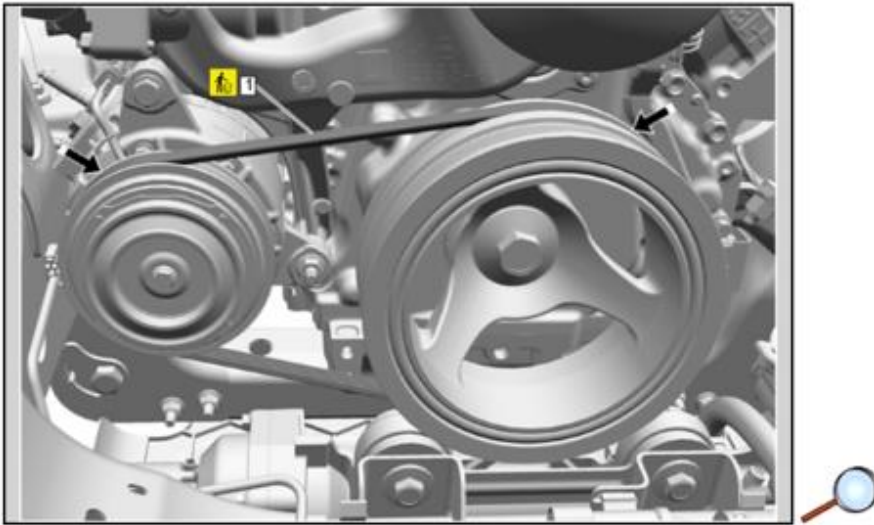
**Note:** Additional information applies to all L84, L87 and L8T V8 engine families. Please take note when prelubing an engine during replacement.

### 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-376: Malfunction Indicator Lamp (MIL) Illuminated on Driver Information Center (DIC), DTC U0672 Set**

This bulletin replaces #PIE0856 and is now available in SI for 2023 - 2026 mid-size and full-size trucks.

### **4) Bulletin #25-NA-377: Oil Leak at the Front of Vehicle Near the Radiator**

This bulletin has been released and is now available in SI for 2024 - 2026 Silverado 2500HD/3500HD and Sierra 2500HD/3500HD Trucks.

### **5) #PIP6094: Oil Leak at Turbocharger Clamp on LGY Engine**

This PI has been released and is now available in SI for 2024 - 2025 MY CT5-V models with the 3.0L LGY engine.

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

This bulletin has been revised. Step 1 is an update to the ECM. Update the ECM first and then set the vehicle up to evaluate the next cold start. If the ECM does not set DTC P050D (regardless of any misfire counts still seen), release the vehicle. Only move forward with any other testing/repairs if DTC P050D resets.

*Thanks to Joseph Cancialosi - TAC ETA, Steven Barbier - TAC ETA, Aron Wilson - TAC ETA, and Scott Willems - BQM HFV6 and SGE*



## 7) Emerging Issue: LSY engine DTC P04FB Update on 2019 - 2022 Vehicles

**Concern:** 2019 - 2022 LSY engines may set DTC P04FB due to the crankcase pressure sensor freezing. Review #PIP5841G and #PIP6093 for models affected by this condition.

**Cause:** Updates to DTC P04FB occurring due to crankcase pressure sensor condensation/freezing in cold climates.

**Correction:** Review the latest version of #PIP5841G as some models have been removed as they are waiting for final repairs later this year. Review #PIP6093, created on December 15, for DTC P04FB repair information for certain models.

Once final repairs become available for vehicles listed in **#PIP5841G**, there will be a bulletin released with all affected vehicles.

*Thanks to Larry Yaw - BQM, Matt Gager - BQM, Kris Villegas - BQM Team Leader, Robert Halas - ETA, and David Rutkowski - ETA*

# TRANSMISSION & DRIVETRAIN

## 1) Emerging Issue - 10LXX Service Valve Body Assembly

Due to an EPC concern, a GEN2 valve body assembly may be sent where a GEN3 valve body assembly is required. Any GEN2 valve body assembly received will be a reman. part. The P/N will start with 19 as GEN2 valve body assemblies are no longer in production.

2025 and later model year vehicles equipped with the 10LXX were built with a GEN3 valve body and must be replaced with a GEN3 valve body.

2024 and earlier model year vehicles were built with a GEN2 valve body and if a GEN3 service valve body assembly was replaced prior, then a GEN2 can be installed in those vehicles with the correct length bolts.

At this time, GEN3 service valve body assemblies are new, and the P/N will start with 24.

The Brand Quality Manager is working to get the EPC corrected for this concern.

*Thanks to Thomas Ellison - TAC ETA and Mark Gordon - BQM*

## PERFORMANCE VEHICLES

### 1) **Bulletin #25-NA-372: Vehicle Performance Data Recorder Causing 12V Battery Drain and/or DTC U1652**

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

### 2) **Bulletin #25-NA-374: Stealth and/or Shuttle Modes Unavailable**

This bulletin replaces **#PIC6542A** and is now available in SI for 2024 - 2026 MY Corvette E-Ray and ZR1X models.

## CROSSOVERS

### 1) **Bulletin #25-NA-282: Brake Pad Life Over Predicting Wear**

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

### 2) **Bulletin #25-NA-349: Loud Honk from Under Vehicle When Accelerating**

This bulletin has been released and is now available in SI for 2024 - 2026 large crossover models.

## TRUCKS & SUVS

### 1) **Bulletin #25-NA-357: No Heat and/or A/C on Front Passenger-Side of Cabin**

This bulletin has been released and is now available in SI for 2025 - 2026 Colorado and Canyon Trucks.



**2) Bulletin #25-NA-358: Water Present on the Front Passenger Floor and/or Musty Odor in the Vehicle**

This bulletin has been released and is now available in SI for 2024 - 2026 Colorado and Canyon Trucks.

**3) Bulletin #25-NA-369: 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 2021 - 2026 MY full-size trucks and SUVs.

**4) Bulletin #25-NA-380: Harsh Ride, Increased Road Noise, Increased Axle Noise - Noticeable Under 32°F (0°C)**

This bulletin has been released and is now available in SI for 2025 - 2026 light-duty and heavy-duty full-size trucks (1500 - 3500).

**5) Emerging Issue: 2016 - 2026 Chevrolet Low Cab Forward Trucks not Communicating with Isuzu IDSS**

**Concern:** It may not be possible to communicate with a LCF vehicle using Isuzu IDSS. The correct device: "Bosch MDI 2" must be selected.

**Correction:** A PI is being written to direct dealerships on this concern.

*Thanks to Scott Fibrantz - ETA and Rich Renshaw - BQM*

## ELECTRIC & HYBRID VEHICLES

**1) Bulletin #25-NA-289: Clunk and/or Groan-Type Noise from the Rear of the Vehicle**

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

**2) Bulletin #25-NA-292: Clicking or Ratcheting-Type Noise When Turning**

This bulletin replaces **#PIT6337A** and is now available in SI for several 2024 - 2025 EV vehicles.

**3) Bulletin #25-NA-375: Information on the High-Voltage Battery Pack Rear Ground Strap Bracket**

This bulletin has been released and is now available in SI for multiple full-size 2023 – 2026 EV vehicles.

**4) Bulletin #25-NA-378: CELESTIQ EXN HV Lithium-Ion Battery Servicing**

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

**5) #PIC6633: Door Window Bind, Reversal or Incomplete Motion and Possible Noises**

This PI has been released and is now available in SI for 2025 – 2026 OPTIQ vehicles.

**6) #PIC6634: Incorrect Badging on Liftgate**

This PI has been released and is now available in SI for 2026 OPTIQ vehicles.

**7) Emerging Issue: Chevrolet Silverado EV**

**Concern:** Coolant leak at the charge port coolant hoses (leaks at the white collar), 2024 – 2025 part number 24067141 (ETI, ETN, K20, XRJ)

**Correction:** Brand Quality is aware of this condition and is currently working with Engineering on a design change.

*Thanks to Tonya Ashley – ETA, David Rainey – BQM, and Alejandra Rodriguez – DRE*

**8) Bulletin #25-NA-385: Information on Digital Key Introduction**

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

## INFOTAINMENT

**1) #PIC6635A: Radio USB Update Unsuccessful and Rear Camera Grey**

This PI has been revised and is now available in SI for 2024 LYRIQ vehicles.

## 2) Bulletin #25-NA-370: Unable to Log In to MyBrand App or Download Owner's Manual

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

## 3) Bulletin #25-NA-371: Radio Software Update W53E-180.4.2-UQBM-286.4

This bulletin has been released and is now available in SI for 2024 - 2025 full-size SUV 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 web application interface. At the top, there is a navigation bar with the GM logo and the text 'CX Connect'. Below this, a blue navigation bar contains four tabs: 'Home', 'Knowledge Hub', 'Cases', and 'Tasks'. The 'Home' tab is currently selected and highlighted with a green box. Below the navigation bar, there is a section titled 'Announcements' with a dropdown menu set to 'All Announcements', also highlighted with a green box. Below this, a summary line reads '6 items • Sorted by Urgent • Filtered by All announcements - 4 more filters applied'. A table follows, listing six announcements. Each row includes a number, a yellow warning icon, a title, and a description.

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

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