

# GM TECHNICAL ASSISTANCE CENTER (TAC)

## Dealer Tips and New Information Newsletter



JANUARY 29, 2026

*"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. **A relevant session log should clearly show the DTC setting current during the session, or include bookmarks placed at the time the event occurred. As a best practice, it is recommended to record several shorter sessions rather than one long, continuous session.**

## 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 cause of the failure in order to provide continuous improvement and root cause identification. This is especially important when submitting a Field Product Report (FPR).

More information can be found in **Bulletin #99-00-89-019**, section F "Parts Preparation."

*Thanks to Bryan Salisbury - V8 Engine BQM*

## ACTION CENTERS

### 1) Current Action Centers

There are 3 active Action Centers.

- 2026 Corvette ZR1X Action Center
- 2027 Chevrolet Bolt New Vehicle Action Center
- 2025 Cadillac LYRIQ, 2026 Cadillac LYRIQ and 2026 Cadillac OPTIQ - BOY Digital Key Launch

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) #PIP4902: Procedure for Emailing Global Diagnostic System 2 (GDS2) Session Log to GM TAC (US and Canada Dealers Only)

This following information has been added to the correction section:

**Note:** For dealers using CX Connect who would prefer to attach GDS session logs directly to a TAC case, please reference the latest copy of articles 000212206 and 000214088 in CX Connect for GDS session log data collection.

This PI has been updated and is now available in SI for 2010 - 2026 MY vehicles.

**2) Bulletin #26-NA-026: Diagnostic Tip for Hard Start, Rough Idle, Heavy Smoke from the Tail Pipe, Strong Diesel Smell and/or Hesitation, Stall or No Start, Malfunction Indicator Lamp (MIL) Illuminated - Multiple DTCs Set**

This bulletin replaces **#PIP6098** and is now available in SI for all gasoline-powered vehicles.

**3) Emerging Issue: "No Key Fob Detected" Message When Unlocking and Starting Vehicles with NFC Card**

2026 ESCALADE IQ/IQL, OPTIQ, VISTIQ, CELESTIQ, Silverado EV, Sierra EV, Traverse, Enclave, Acadia, Tahoe, Yukon; and 2025-2026 LYRIQ

**Cause:** When unlocking and starting the vehicle using the NFC card without the key fob present, a "No Key Fob Detected" message may display while driving.

**Correction:** This is a normal condition, and no parts should be replaced to address this concern.

## 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 engine families. Please take note when prelubing an engine during replacement.**

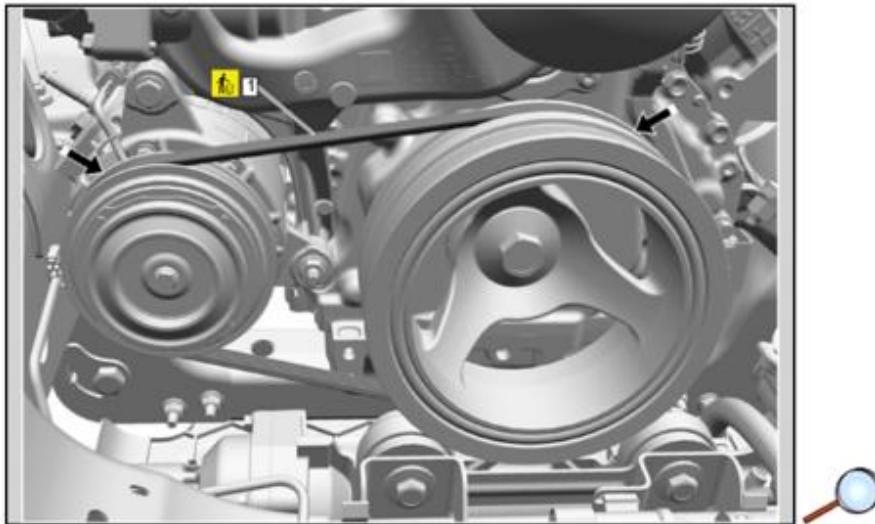
## Engine Prelubing before Accessory Drive Belt Installation

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-388: Information on Repair Guidelines for Ignition Coil Replacement for 4.2L LTA Engine

This bulletin has been released and is now available in SI for 2019 - 2020 CT6-V vehicles.

### 4) Bulletin #25-NA-361: Whistling-Type Noise Heard from the Engine, Lack of Power, and/or Malfunction Indicator Lamp (MIL) Illuminated on Driver Information Center (DIC)

This bulletin has been released and is now available in SI for 2022 - 2026 6500XD/7500XD LCF Trucks.

### 5) Bulletin #25-NA-382: Malfunction Indicator Lamp (MIL) Illuminated - DTC P04FB Set

This bulletin has been released and is now available in SI for 2019 - 2022 vehicles with the LSY engine.

**6) Bulletin #26-NA-005: P059F and P05AE DTCs Set in Snowy or Icing Conditions Proactive**

This bulletin replaces **#PIT6345** and is now available in SI for 2024 - 2025 vehicles with the LK0 engine.

**7) Bulletin #26-NA-020: 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 trucks with the L3B engine

**8) Bulletin #26-NA-021: Information on Tick, Tap and/or Typewriter Noise at Idle**

This bulletin has been released and is now available in SI for 2019 - 2026 Trucks.

**9) Bulletin #26-NA-024: Malfunction Indicator Lamp (MIL) Illuminated - DTC P0496, P0442, and/or P0441-9B Set**

This bulletin has been released and is now available in SI for 2024 - 2026 vehicles with the LK0 engine.

**10) Bulletin #26-NA-025: Malfunction Indicator Lamp Illuminated with DTC P0496 Set**

This bulletin has been released and is now available in SI for 2025 - 2026 Colorado and Canyon models with the L3B engine.

**11) Bulletin #26-NA-028: Malfunction Indicator Lamp (MIL) Illuminated - DTC P04FB Set**

This bulletin has been released and is now available in SI for 2025 - 2026 vehicles with the L3B engine.

**12) #PIP6096: LSD Replacement Engine PCV Casting Design Change**

This PI has been released and is now available in SI for 2023 - 2026 MY Equinox and Terrain vehicles.

**13) Bulletin #24-NA-225: Information on Fuel Contamination, Poor Engine Performance, No Start, Malfunction Indicator Lamp (MIL) Illuminated - Multiple DTCs Set**

This bulletin is available in SI, but Engineering is still seeing pumps returned that have damage due to DEF contamination.

*Thanks to Kevin Minor - BQM HD Silverado/Sierra and Fleet vehicles*

#### 14) Emerging Issue: V8 Reman Engine ID Label Change - Remanufactured Gen 3, 4, 5 and 5+ V8 Engines

**Concern:** Placement and material of the engine ID tag (engine part #, serial # and build date etc.) has changed.

**Correction:** Tags are now made of paper and placed in 4 different locations: LH rear cylinder head; LH rear of engine above the starter boss; RH side timing cover; and RH side rear oil pan.

Thanks to Tim Lightfoot - V8 SME ETA

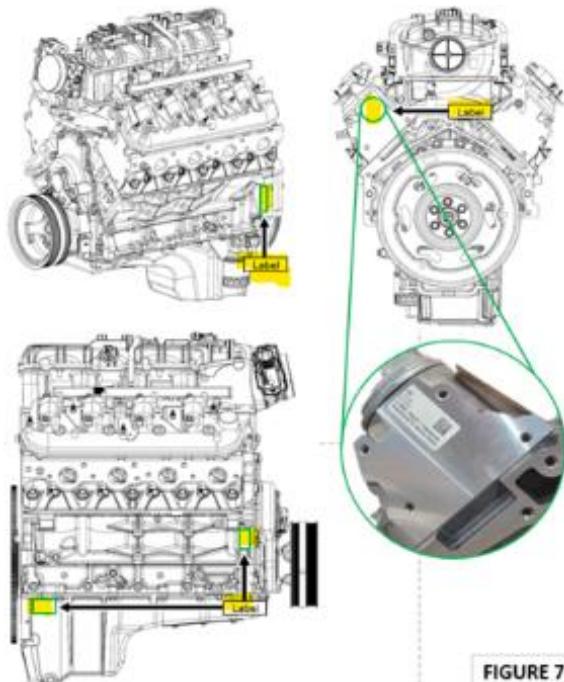


FIGURE 7

#### 15) Emerging Issue: 2023-2026MY 3.0L LZ0 Diesel Low Mileage Overheating

**Concern:** This may occur on a very low mileage engine that was recently replaced or a new vehicle (infant failure).

**Cause:** If normal diagnostics are inconclusive, there may be casting sand or a partial castover in the coolant port behind the water pump.

**Correction:** Example of restricted passage shown (water pump removal is necessary to view)

Please verify the port is restricted before replacing it again.

Thanks to Don Langer - V8 and Diesel ETA, and Larry Yaw - Diesel BQM



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

This PI has been updated and is available in SI for 2023 - 2026 MY Corvettes with the LT6/LT7 engines.

The following note has been added:

Note: 5.5L LT6 service replacement engines come equipped with a black intake manifold. If the intake manifold on the original engine is red (RPO BCW), it will need to be swapped over from the original engine. If the intake manifold was damaged or a catastrophic engine failure occurred as outlined in Bulletin #00-06-01-026, the intake manifold will require replacement.

*Thanks to Tim Lightfoot - V8 SME ETA*

## **17) Bulletin #26-NA-032: Malfunction Indicator Lamp (MIL) Illuminated - DTC P0116 Set**

This bulletin has been released and is now available in SI for multiple 2024 - 2026 MY vehicles.

## **18) Bulletin #26-NA-033: Information on the LZ0 Engine SUV Calibration Releases**

This bulletin has been released and is now available in SI for 2025 full-size SUVs with the LZ0 engine.

# **TRANSMISSION & DRIVETRAIN**

## **1) Emerging Issue: Current Cold Weather - Bulletin #18-NA-035**

With the extreme cold weather currently being seen, here's a reminder about **Bulletin #18-NA-035**: Information on Transmission No Command Overdrive Ranges During Cold Ambient Temperatures.

*Thanks to Boyd Ortwine - Transmission ETA and Matt Razz - BQM*

## 2) Emerging Issue: Parts Issues with Bulletin #26-NA-006

**Concern:** Bulletin #26-NA-006 addresses Reduced Acceleration, No Drive, No Reverse, and/or Malfunction Indicator Lamp (MIL) Illuminated - DTC P2731, P2732, P0747 and/or P0746 Set.

The concern is with a couple part numbers that do not have stock available.

**Correction:** The first PN is the Feed Limit Valve, part number 24050047, no stock available. If the valve is found to be plugged, the valve body will need to be replaced currently.

The second PN is the 1-reverse and 1-2-3-4-5-6 clutch piston housing, part number 24049761/24049760 (8T65/9T65). These are future part numbers and are currently not available, but the current part number in EPC is a good part number and currently in stock. Dealers should order what is in EPC for this condition.

The bulletin has been removed until parts are available, but until then use this work-around information.

*Thanks to Boyd Ortwine - Transmission ETA and Matt Razz - BQM*

## 3) #PIP6099: DTC P16F4 "Service Transmission" Message on DIC

Engineering has all the data pulls needed from #PIP6099. Engineering is currently working to update the PI.

**Note:** The transmission control module is not the cause of DTC P16F4 and should not be replaced.

1. Turn the vehicle off, open and close the door, remove the key from the vehicle for 10 minutes. (Key fob should be at least 50 feet from the vehicle).
2. Start the vehicle.
3. Attempt to shift to Drive, Reverse, Neutral, Park. - If unable, repeat steps 1-3.
  - i. If still unable, key off overnight.
  - ii. If still unable to shift, follow Service Information instructions.
4. If the vehicle shifts to Drive, Reverse, Neutral, and Park - key off and clear all DTCs.
5. Key on, shift to Drive, Reverse, Neutral and Park.
6. Check DTCs - if there are no DTCs set and the transmission engages Drive and Reverse, return the vehicle to the customer. If DTC P16F4 returns, follow published Service Information.

*Thanks to Tom Ellison - Transmission ETA*

## 4) Bulletin #25-NA-384: Malfunction Indicator Lamp (MIL) Illuminated - DTC P0747 Set

This bulletin has been released and is now available in SI for 2019 - 2026 MY crossover vehicles with M3F, M3T and M3V transmissions.

**5) Bulletin #25-NA- 333: No Forward Gear/Drive, Slipping, Malfunction Indicator Lamp (MIL) Illuminated - DTC P0746 and/or P0747 Set**

This bulletin replaces **#PIP5974E** and is now available in SI for 2023 - 2025 MY multiple vehicles.

## PERFORMANCE VEHICLES

**1) Bulletin #26-NA-023: Front Trunk Fails to Open with First Button Press When Vehicle is Asleep**

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

**2) Emerging Issue: Park Lock Valve Characterization after Repairs on 2020 - 2025 Corvette**

**Concern:** Vehicle will only start one time after PLV replacement and characterization. Dealer has replaced PLV and completed the programming and characterization, and vehicle starts once and will not shut down.

**Cause:** It has been determined that the characterization values for the new PLV are getting corrupted. Engineering is looking into how and where this is happening to get it corrected.

**Correction:** Since this is a characterization issue, push corrected data will be pushed to the cloud when available to prevent this from happening. This work is ongoing with the supplier and their calibrations team. In the meantime, if you have this concern, please start a TAC case and ask for escalation to ETA.

*Thanks to Steve Schipansky - ETA, Marty Leach - BQM, Walt Smith - Tremec engineer, and Kevin Brown and Jordan Ellis - GM FSEs*

**3) Stars & Steel**

To mark the United States 250th anniversary this year, Chevy has debuted a lineup of vehicles called the Stars and Steel Collection, which includes a group of pickup trucks and Corvettes that feature unique exterior and interior color combinations and American flag-inspired graphics. Check them out at the following link.

[Stars & Steel: Honoring America's heroes](#)

## CROSSEOVERS

### **1) Bulletin #26-NA-009: Forward Collision Alert Indicator On at All Times**

This bulletin has been released and is now available in SI for 2020 - 2025 XT5 and XT6 models.

### **2) Bulletin #26-NA-011: Vehicles Without AAB May Show the Reverse-Tilt Option in the VCU Screen**

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

## TRUCKS & SUVS

### **1) Bulletin #26-NA-001: Clunking/Rattle Noise from the Front Differential**

This bulletin has been released and is now available in SI for 2021 - 2024 full size SUVs.

### **2) Bulletin #26-NA-002: Intermittent Operation of Headlamp, Turn Signal, and/or Daytime Running Lamp, Bulb Outage on DIC, Fast Flash/Hyperflash, May Recover After Ignition is Cycled**

This bulletin has been released and is now available in SI for 2024 - 2026 Silverado HD and Sierra HD trucks.

### **3) Bulletin 26-NA-004: Information on Dark Power Steering Fluid or Possible Contamination**

This bulletin has been released and is now available in SI for 2020 - 2026 Silverado HD and Sierra HD trucks.

### **4) Bulletin #26-NA-012: AC Defaults to Defrost on Hills**

This bulletin has been released and is now available in SI for 2023 - 2026 full-size vans with the LT8 engine.

## 5) Bulletin #26-NA-017: Information on the Express/Savana Vans Bluetooth Device

This bulletin has been released and is now available in SI for 2025 - 2026 full-size vans.

## 6) Bulletin #26-NA-029: Loss of Reverse/Forward Grid Lines, Hourglass Displayed in the Camera View with No Codes Stored RPO UV2

This bulletin has been released and is now available in SI for 2022 - 2026 full-size trucks.

## 7) Emerging Issue: Service Forward Collision or Forward Collision Unavailable Messages with U3000 SYM49 Set Current - 2022 2023 Silverado Sierra LD T1XX

**Concern:** 2022-2023 light-duty trucks may have Service Forward Collision/Unavailable messages with DTC U3000 SYM49 code set current in the FVCM.

**Cause:** Dealers have been replacing the FVCM per the U3000 code, only to have the concern return after the vehicle has been driven several miles. This is likely caused by a film that builds up on the inside of glass that can affect the performance of the FVCM.

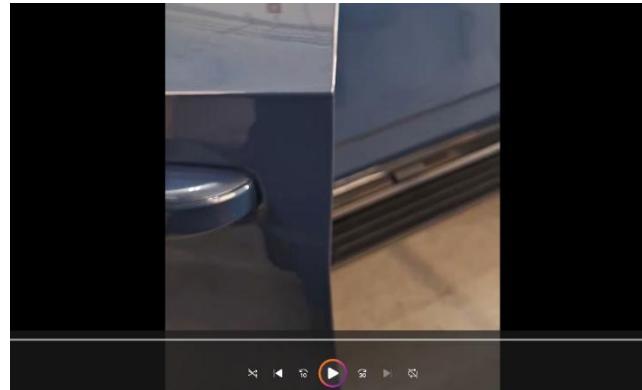
**Correction:** There is a PI that is being published that includes a windshield cleaning procedure that has been successfully correcting the repeat concern.

Thanks to Ted Luczak - ETA and David Mac Gillis - BQM

## 8) Emerging Issue: Driver-Side Power Door will not Close Properly or Auto Reverses when Closing

**Concern:** 2026 Escalade models equipped with power door option RPO APD. Other utilities may eventually be involved; however, at this time, this condition has been observed only on 2026 Escalade models.

Multiple cases have been seen in which the power door does not close properly or automatically reverses during closing. No DTCs are present. Technicians may observe that the door striker does not align correctly with the latch opening and is typically positioned too far forward. This condition is believed to be related to an assembly plant adjustment intended to improve the gap between the driver's front door and the front fender. Select the mp4 video link for a demonstration of the condition.



**Correction:** Engineering is actively investigating this issue, and Field Service Engineers (FSEs) have been deployed to validate the final repair procedures. Once the final root cause has been confirmed, a PI or bulletin will be released outlining the official repair strategy.

Thanks to Paul Radzwilowicz - ETA, Chris Crumb - ETA and Mike Waszczenko - BQM



door reverses.mp4

# ELECTRIC & HYBRID VEHICLES

## **1) Bulletin #25-NA-387: Lack of Heat from HVAC System at Start-Up, DTC P0534 Set**

This bulletin has been released and is now available in SI for 2023 - 2024 LYRIQ vehicles.

## **2) Bulletin #25-NA-389: Lack of Heat from the HVAC System at Start-Up, DTC P0534 Set**

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

## **3) Bulletin #26-NA-003: Underhood Insulator and Beauty Covers/Sight Shields and Charge Cords Missing**

This bulletin has been released and is now available in SI for 2025 - 2026 LYRIQ, Blazer EV, and Equinox EV vehicles.

## **4) Bulletin #26-NA-019: 2027 Chevrolet Bolt New Model Features**

This bulletin has been released and is now available in SI for 2027 Bolt vehicles.

## **5) Bulletin #26-NA-031: Service High Voltage with Malfunction Indicator Lamp (MIL) Illuminated and/or DTCs**

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

## **6) Emerging Issue: Unable to Complete the Hydraulics Test or Brake System Plunger Pressure Rise Starting Point Learn - 2022 - 2026 Silverado EV, HUMMER EV and Escalade IQ**

**Concern:** Unable to complete the Hydraulics test/Brake system plunger motor position test/or the brake system plunger pressure rise starting point learn due to GDS stating that the vehicle is not in the correct power mode when the vehicle is in the correct power mode. This is due to a GDS issue where it is not reading the power mode correctly.

Status	Parameter Name	Description
✓	Wheel Speed	Okay
✓	Brake Pedal Position Sensor	Okay
✗	Propulsion System Status	Place vehicle in Run/Service Mode.
	System Voltage	Pending
	Park Brake Position	Pending

Parameter Name	Value	Unit	Control Module
Left Front Wheel Speed	0	km/h	Brake System Control Module
Left Rear Wheel Speed	0	km/h	Brake System Control Module
Right Front Wheel Speed	0	km/h	Brake System Control Module
Right Rear Wheel Speed	0.00	mm	Brake System Control Module

**Correction:** Engineering is investigating the root cause for this issue. A temporary workaround is to build the vehicle as a 2024 Tahoe. A PI is in the works.

Thanks to Paul Radzwilowicz - ETA, Chris Semanisin - BQM and Chris Henley - GDS BQM

## 7) Emerging Issue: Squeak or Squeal from Front Sway/Stabilizer bar - 2026 VISTIQ EV

**Concern:** Noise is coming from the front stabilizer/sway bar.

**Correction:** Brand Quality is aware and investigating with Engineering and request not to replace any parts at this time.

Thanks to Christopher Crumb - ACF/SME/ETA and Blake Streling - BQM

## 8) Emerging Issue: 2026 Digital Card Information w/ BOY Affects Several 2025 - 2026 MY EV Vehicles

**Information:** BOY-equipped vehicles should be received with 1 programmed Digital Card placed in a pink bag alone, in another bag with the key fobs, or alone in the center console.

- SI Diagnostic information path: Your Vehicle > Safety and Security > Diagnostic Information and Procedures
- SI Programming Information path: Your Vehicle > Safety and Security > Repair Instructions
- SI: Your Vehicle > Safety and Security > Diagnostic Information and Procedures > Key Card System Malfunction

Currently, there is not a way to identify cards. Physically attempting to unlock the vehicle doors is the only current way to identify a card. An identification method for service is being developed.

Thanks to Mike Waszczenko, Mark Shearer, Chris Semanisin, Blake Streling, Jessica Thoma - BQMs and Christopher Crumb and Paul Radzwilowicz - SMEs

## 9) Emerging Issue: "Power bar" or "Power bar+" Accessory Setting HV DTCs, Multiple Vehicles Affected with RPO K20

**Concern:** A limited production volume of vehicles have a compatibility concern when using the GM Power Bank, which causes DTCs P0D10 and P2907 to set only when using the Power Bank under certain conditions. Certain vehicles may experience a "Service High Voltage" message when trying to use the GM Accessory Power Bar (also referred to by some as a "powerbank"). The Power Bar allows the vehicle's HV battery to be used as a power source for customer devices by connecting a traditional surge protector to the vehicle's charge coupler. The T18B converts HV DC to 120V AC to power the surge protector.

**Cause:** The issue originates from T18B software compatibility concerns.

**Correction:** Since the T18B is not field programmable, replacement of the module will be required. Latest known compatible PN is 24074970. It was originally determined that the number of vehicles affected did not warrant a PI/ TSB - more vehicles have been identified as "affected" and a PI is being drafted/published.

*Thanks to James Minter - ETA and Brandon Keel - ETA*

## INFOTAINMENT

### 1) Bulletin #25-NA-386: Radio Software Update W53E-180.4.2-UQBM-286.5

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

# CX CONNECT & TAC CASES

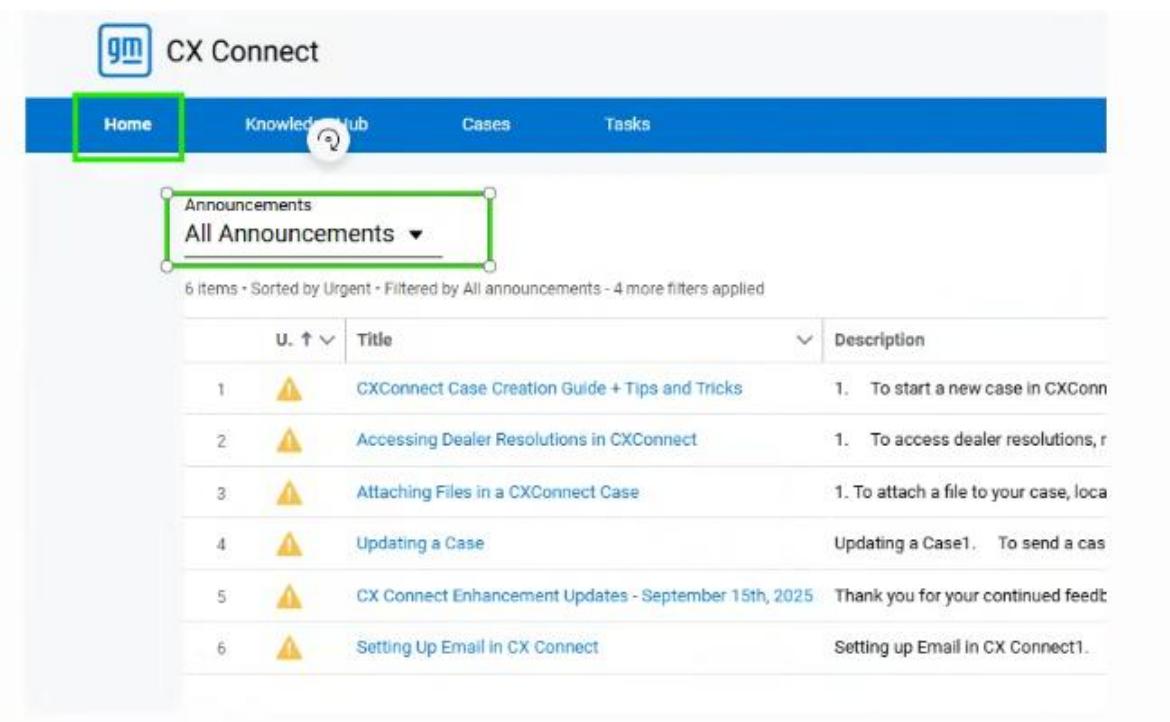
## 1) New CX Connect Platform and Assistance

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.



The screenshot shows the CX Connect interface. At the top, there is a blue header bar with the GM logo and the text 'CX Connect'. Below the header, there is a navigation bar with four tabs: 'Home' (highlighted with a green box), 'Knowledge Hub' (with a question mark icon), 'Cases', and 'Tasks'. The main content area is titled 'Announcements' and shows a list of 'All Announcements'. A dropdown menu is open over the list, showing 'All Announcements ▾'. Below the list, it says '6 items • Sorted by Urgent • Filtered by All announcements - 4 more filters applied'. The list is presented in a table format with two columns: 'Title' and 'Description'. The titles are numbered 1 through 6 and each has a yellow warning icon to its left. The descriptions provide a brief summary of each announcement. The table has a header row with 'U. ↑ ↓' and 'Title' on the left, and 'Description' on the right.

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 feedt:
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*.