



# GM TECHNICAL ASSISTANCE CENTER (TAC)

## Dealer Tips and New Information Newsletter

FEBRUARY 23, 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.

### **New TAC Phone Prompts Starting March 18, 2026**

TAC is launching a new phone prompt experience. When calling GM TAC, dealerships will be prompted to enter their case number to help route the call quickly. If a valid case number is not entered, the system will repeat the request. Next, callers will be prompted to enter their BAC code. The same cycle will occur if the BAC code is not entered or recognized. If a case number or BAC code is not entered, the system will then move to the standard phone menu options.

To ensure faster routing and reduced hold times, U.S. dealers are encouraged to have their case number created before calling TAC.

# 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*

## 10) **TAC Does Not Authorize Warranty or Component Replacements**

TAC offers technical repair and diagnostic assistance. Warranty or component replacement authorization is provided by your service manager, your District Manager of Parts and Service, or by complying with specific bulletins that authorize replacements based on specific findings.

## 11) Reminders About Time Punch Requirements and Multiple Vehicle Repairs

### Technician Time Punch Requirements

In 2022, General Motors removed the requirement for technician on/off punch times to support GM Base Labor Time. Since then, the ONLY labor types that require supporting punch times are:

- Straight Time (ST)
- Other Labor Hours (OLH)
- Variable Diagnostic Time (excluding Add Time shown in the Labor Time Guide for transmission cleaning and inspection)
- Warranty and policy repair times that go over GM's LTG, including but not limited to time from a third-party labor time guide or time using multiples of GM's LTG (Note: These scenarios require on/off punch times by job card line for all repairs performed).

### Multiple Vehicle Repairs

Technicians may not be clocked on two or more (multiple) job cards at the same time when utilizing variable diagnosis, straight time, time from a third-party time guide, or other labor hours (OLH).

These Policies can be referenced in the Service Policies and Procedures Manual, Article 6.2.5.

# 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) Bulletin #26-NA-034: Underbody Component Corrosion

This service bulletin replaces **#PI0281** and is now available in SI for all 2016 - 2026 GM vehicles.

## 2) Bulletin #26-NA-053: Information for Park Assist Module Disable History Haptic Seat Malfunction Incorrectly Displayed in GDS2

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

## 3) #PIC6638: Speed Limit Sign on Cluster Displays 100 km/h When Passing a Speed Limit Sign with 110 km/h

This PI has been released and is now available in SI for several 2024 - 2026 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 engine families. Please take note when prelubing an engine during replacement.

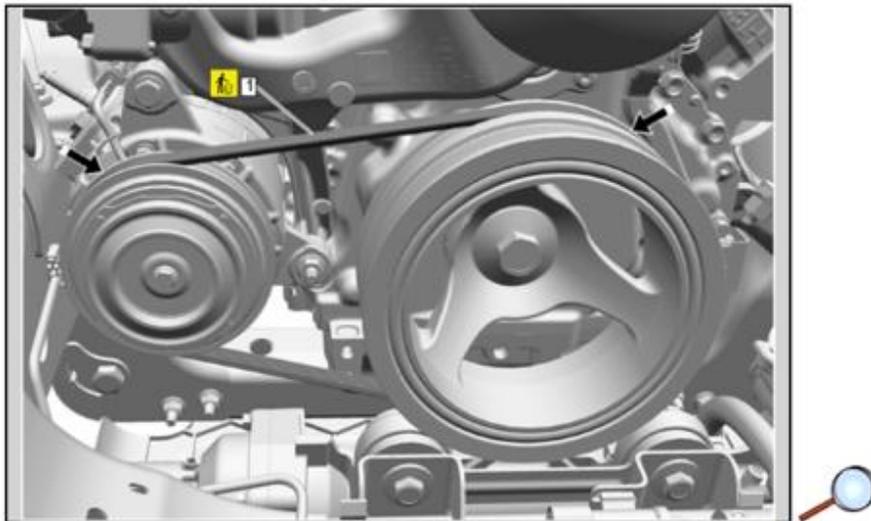
### Engine Prelubing before Accessory Drive Belt Installation

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 #26-NA-036: XT4 Fuel Pump Driver Control Module U18A2 leading to No Start, DTC or Stall

This bulletin has been released and is now available in SI for 2019 XT4 vehicles.

## 4) Bulletin #26-NA-052: LZ0 Pickup Truck Calibration Releases

This bulletin has been released and is now available in SI for 2026 Silverado 1500 and Sierra 1500 trucks with the 3.0L LZ0 Diesel engine.

**5) Bulletin #26-NA-027: Malfunction Indicator Lamp (MIL) Illuminated - DTC P04DB and/or P04FB Set**

This bulletin has been released and is now available in SI for 2025 - 2026 Equinox and Terrain models with the 1.5L LSD engine.

**6) Bulletin #25-NA-367: Coolant Leaking from Upper Radiator Inlet Hose Connection and/or P3075 Setting**

This bulletin has been released and is now available in SI for 2024 - 2026 Acadia and Traverse models and 2025 - 2026 Enclave models.

**7) Replacement Engine Break in Procedures - Information Only**

TAC is often asked about break-in procedures for replacement gasoline engines as there generally are not recommendations listed in SI.

Unless a related PI or bulletin has a procedure that is vehicle/engine specific, it is recommended to follow the engine-related portion of the new vehicle break-in procedure listed in the vehicle's Owner's Manual.

*Thanks to Timothy Lightfoot and the Engine Brand Quality Managers*

## TRANSMISSION & DRIVETRAIN

**1) Bulletin #26-NA-037: 10L80 - Erratic Transmission Operation, Malfunction Indicator Lamp (MIL) Illuminated - DTCs P2820, P27EC, and/or P18A1 Set**

This Bulletin has been released and is now available in SI for several 2021 - 2025 model year vehicles equipped with the 10L80 transmission.

**2) Bulletin #26-NA-045: Slip and/or Shudder During a Launch, Transmission Slipping in First, Second, Third, or Fourth Gears, Delayed Engagement into Drive, Clunk and/or Bump During the 1-2 Shift**

This bulletin has been released and is now available in SI for 2013 - 2022 model year vehicles with the 6L80 MYC transmission built in the Silao Mexico Plant 2.

## CARS & SMALL SUVS

### 1) **#PIC6643: Front Turn Signal Flash Fast and/or Check Front Turn Signal Message**

This PI has been released and is now available in SI for 2024 - 2025 CT4 vehicles.

### 2) **Bulletin #26-NA-022: Dead Battery - Passive Door Lock Setting Set to Off/Passive Walk Away Lock Setting to Avoid a 12-Volt Battery Drain**

This bulletin has been released and is now available in SI for 2026 CT4, CT5 and Corvette vehicles.

### 3) **Bulletin #26-NA-050: Instrument Panel Cluster Displaying Odometer Value as Dashes**

This Bulletin has been released and is now available in SI for 2019 - 2025 Malibu vehicles.

## CROSSOVERS

### 1) **Bulletin #26-NA-058: Heated Steering Wheel Inoperative During Remote Start**

This bulletin has been released and is now available in SI for 2022 - 2025 XT6 vehicles.

## TRUCKS & SUVs

### 1) **Bulletin #26-NA-038: No Crank Due to Dead Battery/Battery Draw/Unwanted Alarm**

This bulletin has been released and is now available in SI for 2021- 2026 full-size SUVs.

### 2) **Bulletin #26-NA-039: Oil Canning Noise/Vibration from the Body Side Panels**

This bulletin has been released and is now available in SI for 2023 - 2026 Express and Savana vans.

**3) Bulletin #26-NA-040: Squeak, Rattle or Itch Noise in the Instrument Panel**

This bulletin has been released and is now available in SI for 2025 Sierra 1500 and Sierra 2500HD/3500HD trucks.

**4) Bulletin #26-NA-042: Check Engine Light On, Spongy Brake Pedal Feel, Codes C05D3 and P25A2 Stored**

This bulletin replaces #PIT6012 and is now available in SI for 2023 - 2024 Colorado and Canyon vehicles.

**5) Bulletin #26-NA-047: Escalade Front Fascia Bulge Under Headlamp**

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

**6) Bulletin #26-NA-051: Information about Diagnosing Power Steering Leaks Using Fluorescent Dye**

This bulletin has been released and is now available in SI for 2015 - 2026 Silverado 2500HD/3500HD and Sierra 2500HD/3500HD trucks.

**7) Bulletin #26-NA-055: B174W Front View Camera - 300 mA Battery Drain**

This bulletin has been released and is now available in SI for 2024 - 2025 Colorado, Canyon and Corvette.

**8) Bulletin #26-NA-057: B174W Front View Camera - 200mA 12V Battery Drain**

This bulletin has been released and is now available in SI for 2019 - 2022 Colorado and Canyon.

**9) Bulletin #26-NA-063: Information on Brake Fluid Found in Brake Pressure Switch Connector After N242482680 is Completed**

This bulletin replaces #PIT6480 and is now available in SI for 2019 - 2026 Silverado 4500/5500/6500 MD vehicles.

**10) Emerging Issue: Illuminated Sill Plates Stay On Unwanted - 2025 2026 Tahoe, Suburban, Yukon, Escalade Models RPO S0M**

**Concern:** Some GM dealership-installed sill plate kits, RPO S0M, may have lighting that stays on when the doors are closed instead of going off as designed. All other functions work correctly.

**Cause:** This may be caused by BCM software.

**Correction:** Engineering is Investigating. No parts should be replaced at this time.

*Thanks to Ted Luczak ETA, and Mike Waszczenko BQM*

# ELECTRIC & HYBRID VEHICLES

## 1) **Bulletin #25-NA-346: Incorrect Rear Badging on Tailgate (pAWD Only)**

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

## 2) **Bulletin #26-NA-035: Crunch, Creak and/or Squeak Noise Over Bumps or Driving Up an Incline**

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

## 3) **Bulletin #26-NA-043: Discolored White Thread on Seats**

This bulletin replaces #PIC6610 and is now available in SI for 2025 OPTIQ vehicles.

## 4) **Bulletin #26-NA-056: Rear Suspension Creak Noise on Wet Roads**

This bulletin has been released and is now available in SI for 2017 - 2027 Bolt vehicles.

## 5) **Bulletin #26-NA-062: K194 Rear Gate Module (RPO E6V) Fails to Learn During Power Swing Gate Calibration Procedure, B1C0A 54 Set**

This bulletin has been released and is now available in SI for multiple 2024 - 2026 HUMMER EV SUVs.

## 6) **Emerging Issue: 2026 Cadillac LYRIQ Service Headlight Message, B1B5F Sym49 and/or B160 Sym49**

**Concern:** Due to cold ambient temperature, 2025 - 2026 L233 Cadillac LYRIQ models may have a Service Headlamp message displayed. Front turn signals will be inoperative. Once the headlamp warms up, turn off the ignition and open the driver's door. Wait several minutes to restart the vehicle. The message will longer be displayed, and the headlight and front turn signal will return.

**Correction:** Please be advised current stock will NOT correct the issue. Advise customers that a repair is being developed, and a PI or bulletin will be published when the fix is made available.

*Thanks to David Antal - ETA, Christopher Crumb - ACF and Blake Streling - BQM*

# INFOTAINMENT

**1) Bulletin #26-NA-030: Radio Software Version Z181 - Multiple Updates for IOK**

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

**2) Bulletin #26-NA-048: Radio Software Update W63E-181.4.2-UQBM-335.4**

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

**3) Bulletin #26-NA-054: Radio Software Version Z177 - Multiple Updates for IOK**

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

**4) Bulletin #26-NA-059: Radio Software Update W73E-182.4.2-UQBM-384.5**

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

**5) Bulletin #26-NA-060: Static and/or Crackling from Instrument Panel Speakers**

This bulletin has been released and is now available in SI for 2023 - 2025 LYRIQ vehicles.

**6) #PIT6482: A11 Radio Service Installation Instructions with UVB**

This PI has been released and is now available in SI for 2024 - 2026 crossover vehicles.

# CX CONNECT & TAC CASES

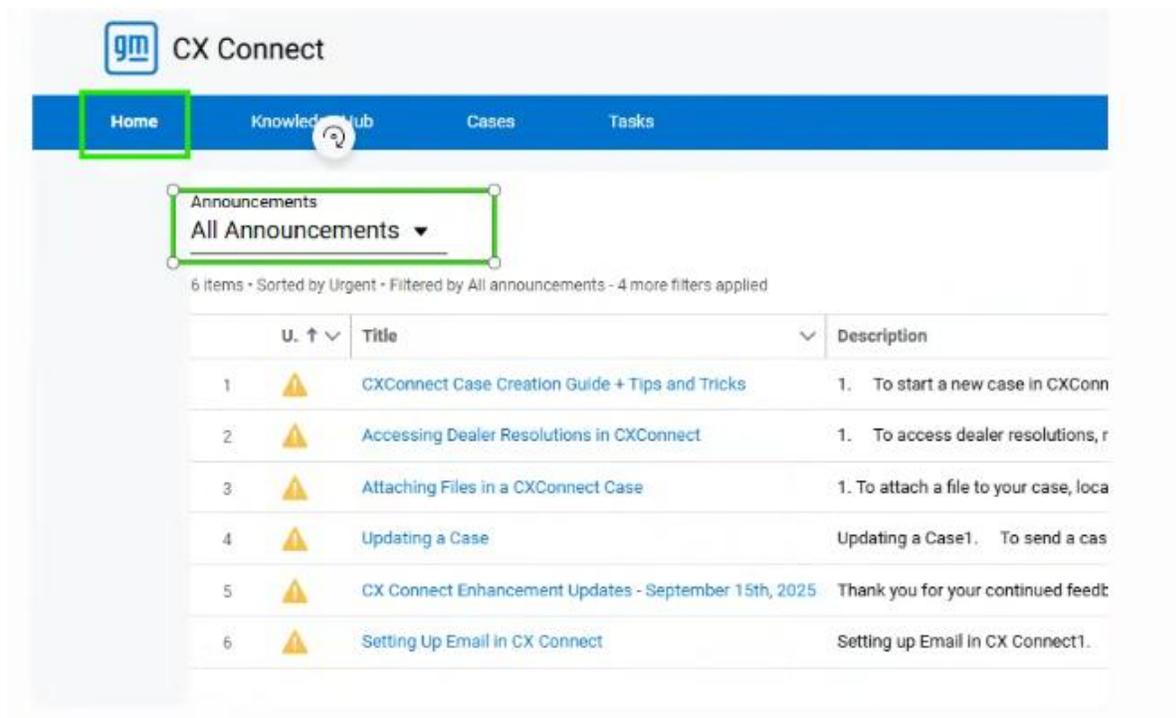
## 1) New CX Connect Platform and Assistance

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 platform interface. The navigation bar includes 'Home', 'Knowledge Hub', 'Cases', and 'Tasks'. The 'Home' link is highlighted with a green box. Below the navigation bar, the 'Announcements' section is highlighted with a green box, showing a dropdown menu for 'All Announcements'. Below this, a table lists 6 items, sorted by Urgent, with columns for Title and 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*.