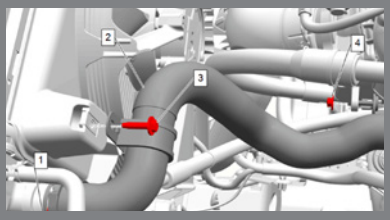
TECH LINK

March 2026, Volume 28, No. 5

CCND Labor Codes Updated for Infotainment Audio and Screen Conditions

FSE Technician Recognition Awards – 1st Quarter 2026

see page 9



Radiator Inlet Hose Coolant Leak

see page 3

CCND Labor Codes Updated for Infotainment Audio and Screen Conditions

An update to Bulletin #22-NA-038 has been released that covers changes for several Customer Concern Not Duplicated (CCND) labor operations that address screen conditions and audio system issues on 2022-2027 GM passenger cars and trucks (excluding Chevrolet LCF models). The updated bulletin provides a list of labor operations along with descriptions and guidelines for CCND conditions related to a variety of vehicle systems.

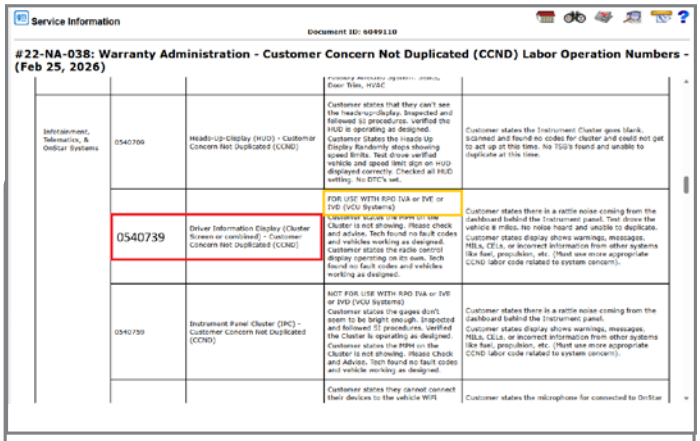
In the Infotainment, Telematics & OnStar systems group, the bulletin outlines a number of updates that include labor operations that were being used inconsistently or inappropriately for multiple conditions.

TIP: Be sure to use the correct system-specific labor codes when addressing concerns with instrument cluster screen performance or improper display operation. Driver Information Display or Virtual Cockpit Unit (VCU) labor codes only can be used for the applicable systems and are restricted by program.

Equinox with VCU system

LABOR CODES FOR INSTRUMENT CLUSTER SCREENS

CCND Labor Operation 0540739 (Driver Information Display (Cluster Screen or Combined) - Customer Concern Not Duplicated) – Labor code 0540739 applies to vehicles equipped with the VCU Infotainment System (RPO IVA, IVE, IVD) that has conditions that affect the Driver Information Display (DID) screens (instrument cluster screen or combined screen).


Service Information

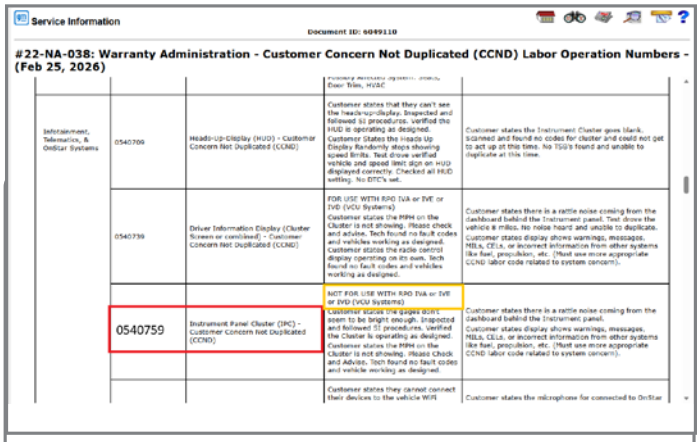
Document ID: 6049110

#22-NA-038: Warranty Administration - Customer Concern Not Duplicated (CCND) Labor Operation Numbers - (Feb 25, 2026)

Infotainment, Telematics, & OnStar Systems	0540709	Heads-Up-Display (HUD) - Customer Concern Not Duplicated (CCND)	Customer states that they can't see the heads-up-display. Inspected and followed SI procedures. Verified the HUD is operating as designed. Customer States the Heads Up Display Randomly stops showing speed limits. Test drove verified vehicle and speed limit sign on HUD displayed correctly. Checked all HUD setting. No DTC's set.	Customer states the Instrument Cluster goes blank. Scanned and found no codes for cluster and could not get to act up at the time. No TSB's found and unable to duplicate at this time.
	0540739	Driver Information Display (Cluster Screen or combined) - Customer Concern Not Duplicated (CCND)	FOR USE WITH RPO IVA or IVE or IVD (VCU Systems) Customer states the MPH on the Cluster is not showing. Please check and advise. Tech found no fault codes and vehicles working as designed. Customer states the radio control display operating on its own. Tech found no fault codes and vehicles working as designed.	Customer states there is a rattle noise coming from the dashboard behind the Instrument panel. Test drove the vehicle 6 miles. No noise heard and unable to duplicate. Customer states display shows warnings, messages, MILs, CELs, or incorrect information from other systems like fuel, propulsion, etc. (Must use more appropriate CCND labor code related to system concern).
	0540739	Instrument Panel Cluster (IPC) - Customer Concern Not Duplicated (CCND)	NOT FOR USE WITH RPO IVA or IVE or IVD (VCU Systems) Customer states the gages don't seem to be bright enough. Inspected and followed SI procedures. Verified the Cluster is operating as designed. Customer states the MPH on the Cluster is not showing. Please Check and Advise. Tech found no fault codes and vehicle working as designed.	Customer states there is a rattle noise coming from the dashboard behind the Instrument panel. Customer states display shows warnings, messages, MILs, CELs, or incorrect information from other systems like fuel, propulsion, etc. (Must use more appropriate CCND labor code related to system concern).
			Customer states they cannot connect their devices to the vehicle WiFi	Customer states the microphone for connected to OnStar

CCND Labor Operation 0540739

CCND Labor Operation 0540759 (Instrument Panel Cluster (IPC) - Customer Concern Not Duplicated) – Labor code 0540759 should be used for Instrument Panel Cluster concerns on vehicles that are not equipped with RPO IVA, IVE or IVD (center cluster screen).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#22-NA-038: Warranty Administration - Customer Concern Not Duplicated (CCND) Labor Operation Numbers - (Feb 25, 2026)

Infotainment, Telematics, & OnStar Systems	0540709	Heads-Up-Display (HUD) - Customer Concern Not Duplicated (CCND)	Customer states that they can't see the heads-up-display. Inspected and followed SI procedures. Verified the HUD is operating as designed. Customer States the Heads Up Display Randomly stops showing speed limits. Test drove verified vehicle and speed limit sign on HUD displayed correctly. Checked all HUD setting. No DTC's set.	Customer states the Instrument Cluster goes blank. Scanned and found no codes for cluster and could not get to act up at the time. No TSB's found and unable to duplicate at this time.
	0540739	Driver Information Display (Cluster Screen or combined) - Customer Concern Not Duplicated (CCND)	FOR USE WITH RPO IVA or IVE or IVD (VCU Systems) Customer states the MPH on the Cluster is not showing. Please check and advise. Tech found no fault codes and vehicles working as designed. Customer states the radio control display operating on its own. Tech found no fault codes and vehicles working as designed.	Customer states there is a rattle noise coming from the dashboard behind the Instrument panel. Test drove the vehicle 6 miles. No noise heard and unable to duplicate. Customer states display shows warnings, messages, MILs, CELs, or incorrect information from other systems like fuel, propulsion, etc. (Must use more appropriate CCND labor code related to system concern).
	0540759	Instrument Panel Cluster (IPC) - Customer Concern Not Duplicated (CCND)	NOT FOR USE WITH RPO IVA or IVE or IVD (VCU Systems) Customer states the gages don't seem to be bright enough. Inspected and followed SI procedures. Verified the Cluster is operating as designed. Customer states the MPH on the Cluster is not showing. Please Check and Advise. Tech found no fault codes and vehicle working as designed.	Customer states there is a rattle noise coming from the dashboard behind the Instrument panel. Customer states display shows warnings, messages, MILs, CELs, or incorrect information from other systems like fuel, propulsion, etc. (Must use more appropriate CCND labor code related to system concern).
			Customer states they cannot connect their devices to the vehicle WiFi	Customer states the microphone for connected to OnStar

CCND Labor Operation 0540759

These program-specific labor codes should be used when diagnosing concerns with screen or display operation. Warnings or incorrect information relayed from other systems like fuel,

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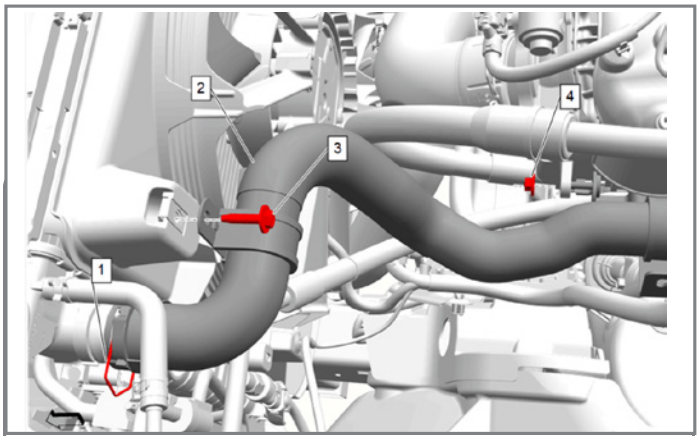
Radiator Inlet Hose Coolant Leak



Inlet hose retainer at the radiator

Some 2023-2026 Colorado and Canyon models may have a visible coolant leak from the upper radiator inlet hose connection or a low coolant level at the overflow reservoir. DTC P3075 (Engine Coolant Flow Too Low) may be set in the Engine Control Module (ECM).

The leak condition at the upper radiator hose quick-connect fitting may be due to a degraded inlet hose seal. The leak originates from the radiator inlet hose seal itself and is not the result of a radiator failure. The radiator should not be replaced for this condition.

Seal wear may be seen with varying levels of residue or buildup depending on vehicle usage and operating environment. A failed lip seal, typically with material flattening and residue accumulation around the connection, indicates seal degradation rather than a radiator defect.

If the leak condition is found, drain the cooling system and replace the radiator inlet hose. Be sure all debris is cleared before

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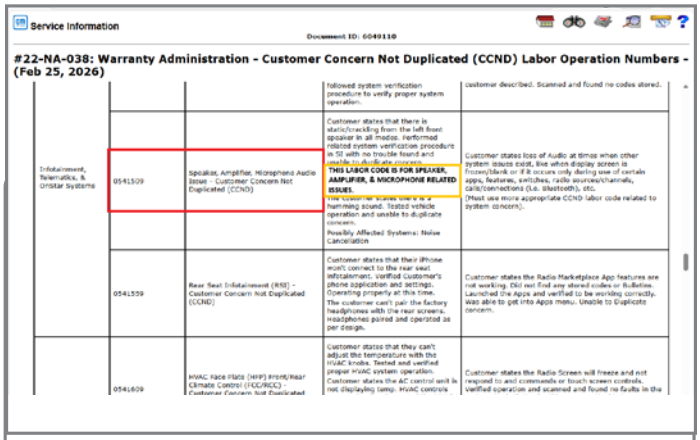
CCND LABOR CODES, FROM PAGE 2

propulsion, etc., require using the more appropriate CCND labor code related to the specific system concern.

SPEAKER, AMPLIFIER, MICROPHONE-RELATED LABOR CODES

CCND Labor Operation 0541509 – The description for audio CCND labor code 0541509 has been changed to Speaker, Amplifier, Microphone Audio Issue CCND to help ensure the code is used for audio system speaker, amplifier and microphone-related conditions only.

Occasionally, the code has been used for a variety of audio issues or concerns that would be more accurately represented by other CCND labor codes. For example, if there is a loss of audio when other system issues also exist, such as a display screen that is frozen/blank or if the loss of audio occurs only during use of certain apps, features, switches, radio sources/channels, calls/connections (i.e. Bluetooth), etc., it is more appropriate to use the CCND labor code related to the system concern.


Service Information

Document ID: 6049110

#22-NA-038: Warranty Administration - Customer Concern Not Duplicated (CCND) Labor Operation Numbers - (Feb 25, 2026)

			followed system verification procedure to verify proper system operation.	customer described. Scanned and found no codes stored.
Infotainment, Telematics, & OnStar Systems	0541509	Speaker, Amplifier, Microphone Audio Issue - Customer Concern Not Duplicated (CCND)	Customer states that there is static/crackling from the left front speaker in all modes. Performed related system verification procedure in SI with no trouble found and unable to duplicate concern. **THIS LABOR CODE IS FOR SPEAKER, AMPLIFIER, & MICROPHONE RELATED ISSUES.** The customer states that it is a humming sound. Tested vehicle operation and unable to duplicate concern. Possibly Affected Systems: Noise Cancelation	Customer states loss of Audio at times when other system issues exist, like when display screen is frozen/blank or if it occurs only during use of certain apps, features, switches, radio sources/channels, calls/connections (i.e. Bluetooth), etc. (Must use more appropriate CCND labor code related to system concern).
	0541559	Rear Seat Infotainment (RSI) - Customer Concern Not Duplicated (CCND)	Customer states that their iPhone won't connect to the rear seat infotainment. Verified Customer's phone application and settings. Operating properly at this time. The customer can't pair the factory headphones with the rear screens. Headphones paired and operated as per design.	Customer states the Radio Marketplace App features are not working. Did not find any stored codes or Bulletins. Launched the Apps and verified to be working correctly. Was able to get into Apps menu. Unable to Duplicate concern.
	0541609	HVAC Face Plate (HFP) Front/Rear Climate Control (FCC/RCC) - Customer Concern Not Duplicated	Customer states that they can't adjust the temperature with the HVAC knobs. Tested and verified proper HVAC system operation. Customer states the AC control unit is not displaying temp. HVAC controls	Customer states the Radio Screen will freeze and not respond to and commands or touch screen controls. Verified operation and scanned and found no faults in the

CCND Labor Operation 0541509

For more information, refer to Bulletin #22-NA-038.

▶ Thanks to Larry Kasperek

TCSC Top Issues This Week

The Techline Customer Support Center (TCSC) is available to help dealerships with diagnostic and programming issues related to Techline Connect (TLC) and the Service Programming System (SPS).

TCSC has now released their latest tips to help technicians when using Techline Connect applications. Look for the latest tips on TechLink each week.

To get the most out of Techline Connect, be sure to review the following items before making a call to the TCSC.

The following information covers current issues and trends facing dealerships as of March 12, 2026.

WEEKLY ISSUES

1. NEW – FCM Learn Fails at 94%, DTC U3000 Set, Service Front Camera, Service Forward Collision or Forward Collision Unavailable Displayed on Cluster

#PIT6473B has been updated for these issues. On MY2022 Only (Built with RPO: J22), issues may have been caused by incorrectly released calibrations. Engineering is working on re-releasing the correct calibrations. The PI will be updated once they have been corrected.

2. NEW – Chevrolet Express MY2015+ SOSM E-4399 Issue

GM is aware of a known issue where programming current/replacement SOSM modules (Left/Right) will cause an E-4399 error in SPS2, despite the modules having communication.

Please reach out to TCSC for a VCI to correct this concern.

3. NEW – 2020 Trax IPC Programming Issue

GM is aware of an issue affecting 2020 Trax models where a replacement IPC may fail with E-4491 and line/op/error indicate (X, B0, 85).

This issue is currently being investigated by Engineering. Please reach out to TCSC if you are experiencing this issue.

4. UPDATED – 2026 Envision SDM Programming Setting DTCs

There is currently a known issue affecting the SDM modules on 2026 Envision, causing DTCs to set after programming. DTCs can include B10B4 or B120C, and B17F0 or B17F2.

This is being investigated by Engineering. As a temporary workaround, Techline can be contacted to inquire with Engineering for a VCI to resolve this concern.

5. 2023-2026 HUMMER EV RWQ (37-inch Tire) Calibration Freeze

Currently, TCSC is unable to add 37-inch "RWQ" tires to any 2023-2026 HUMMER EV.

A resolution for this issue is being developed by Engineering but there is currently no ETA or workaround.

6. UPDATED – 9G8 (DRL/AHL Disable) and SK4 (Engine Idle Timeout) are NOT Yet Available on MY2026 Vehicles

Calibrations for 9G8 and SK4 are not yet available but are planned to be released for model year 2026 vehicles. However, we do not currently have an ETA.

7. 2025 Blazer EV Radio USB File Transfer Option Missing

For 2025 Blazers built with an RPO IVE Radio, the USB Programming option has been removed from Radio programming. No USB update is required for replacement parts. Refer to #PIC6641A for more information.

8. Approach/Exit Lighting Condition - 2026 Silverado EVs with RPO SFW

GM has identified a condition where the backup alarm makes noise when the approach/exit lighting is activated, such as when locking/unlocking the doors.

The only fix for this issue is to disable the approach/exit lighting through the Settings menu on the infotainment screen.

To disable the lighting, go to Settings > Vehicle > Lighting > Vehicle Locator and toggle Lights [OFF] & Exit Lighting [OFF]

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9. Corvette E9056/E-9113/E-9114 Errors with Park Lock Valve PUN Learn.

GM has identified an issue with certain Park Lock Valve (PLV) parts on Corvette vehicles. The 21-digit PUN on the package/box will differ from the PUN on the physical part itself and cause errors if used.

The 22-digit PUN on the physical part should be used in these cases. It is recommended to notate and/or screenshot the PUN before installation in case further support is needed from TCSC.

For more information, refer to Document ID 6970447 in the appropriate Service Information.

10. Front-View Camera Programming or Camera Learn Issues Specific to 2024 Colorado and Canyon (ZR2)

There is currently a known issue with the Front-View Camera involving ONLY 2024 Colorado/Canyon built with ZR2 and UHY, and without UWI, UKW, or ULV.

The Front-View Camera may fail to program or set loss of communication codes such as DTC U0265. The Camera Learn also may fail in GDS2 with various errors.

A VCI is required to correct this problem. Please reach out to TCSC for this fix.

COMMON ISSUES AND HELPFUL INFORMATION

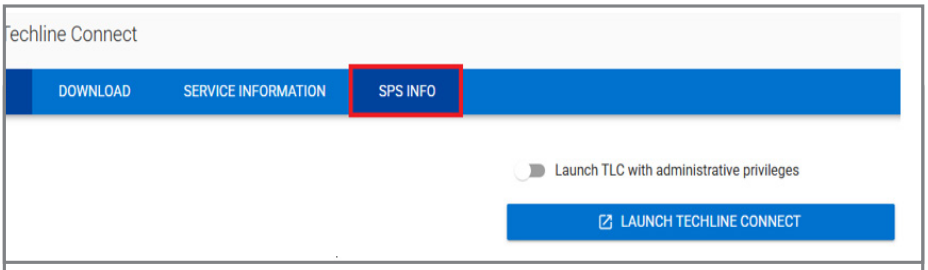
1. T1XX Trucks ECM/Radio/IPC Part Missing from SPS2 Part Dropdown

When performing IPC Graphics programming, Radio USB, or ECM programming, you may be prompted in SPS2 to select "Service Hardware." However, this is misleading.

For IPC Graphics programming, use the "Boot Software Part Number 1" found in GDS2 under Identification Information.

Similarly, for the Radio USB Programming, use the "Calibration Part Number 1" (also may be called "Application Part Number 1") found in GDS2 under Identification Information.

Additionally, for the ECM, use the "Calibration Part Number 1" (also may be called "Software Module Part Number 1") found in GDS2 under Identification Information.



SPS Info on the TLC launch page.

2. SPS Info Location

Several requests have been made regarding where SPS Info is currently located. SPS Info is available for calibration lookup and is located on its own tab within the TLC launch page through Global Connect.

3. 2024+ Silverado 2500HD/3500HD and Sierra 2500HD/3500HD Adding ZW9 (Bed Delete) Support

Engineering has confirmed that there are not any compatible calibrations that support both RPO ZW9 (Bed Delete) and RPO UV2 (HD Surround Vision Camera). RPO ZW9 cannot be added to vehicles with RPO UV2 regardless of trim level.

Note: RPO ZW9 is supported for both long- and short-bed models and is also supported regardless of 17/18/20/22-inch tire sizes.

Refer to the GM Vehicle Order Guide for fully support details.

4. Bulletin #24-NA-098: SPS Best Practices and Programming Error Troubleshooting

Document ID: 6662319 has been published to assist with common programming errors, descriptions and recommended helpful/general troubleshooting for SPS errors. Please refer to this page if you encounter a programming error within SPS2/TLC.

5. TLC Restricted Access

The following message may be seen when attempting to access Techline Connect:

The message indicates the current ID is blocked from accessing Global Connect.

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TOP ISSUES, FROM PAGE 5

The message indicates that the current ID is blocked from accessing Global Connect. This can be for several reasons but typically is due to a counterfeit MDI device.

To unblock the account, reach out to TCSC via CX Connect with the following information:

- User ID in Global Connect
- Email of User
- First and Last Name of User
- BAC/Dealer Code and Name of Dealership

TCSC will be able to reach out to the Cybersecurity team that will be able to determine the cause of the block and may be able to unblock the account. In the case of a counterfeit MDI, the counterfeit tool must be destroyed, and a legitimate Bosch device must be used to ensure the ID is not blocked again. Repeat offenders may not be unblocked from access.

6. E-9111 or E-9113/E-9114 TCM/MCVM Operation Errors

An E-9111 or E-9113/E-9114 error may occur when programming the TCM, or after replacing the transmission assembly/valve body, and entering the TUN/PUN under MCVM Operations in SPS2.

The error is caused by a mismatch in data between the vehicle's TUN/PUN and the TUN/PUN uploaded in the GM database. Please ensure the complete TUN/PUN number is entered correctly, and that the TUN/PUN is in capital letters. Double check that the number zero (0) is not a letter "O" and that there are not any typos or extra characters.

If the TUN/PUN is correct, open a case with TCSC and attach a clear picture of the replacement TUN/PUN in the case, as TCSC will require these to work with Engineering and have the issue addressed.

If you are receiving these errors via programming and the TUN/PUN was not replaced, TCSC may still require the TUN number.

7. T1 Full-Size Trucks and SUVs Downsizing of Tires is Not Supported

Please be advised that downsizing tires of any kind is not supported on any T1 series vehicle from 2021 – Current. This includes full-size trucks (Silverado, Sierra) as well as SUVs (Tahoe, Suburban, Yukon, Escalade).

HOW TO CONTACT TCSC

- **U.S. ONLY:** Assistance can be provided by using the CX Connect portal in Global Connect. If additional support is needed once the CX Connect case is created, contact TCSC at 1-800-828-6860. For U.S. only, a case is required for phone support.
- **Canada:** Contact TCSC at 1-800-828-6860 (English) or 1-800-503-3222 (French).
- **All other regions:** Contact your regional Technical Assistance team for Global Techline Support.

▶ **Thanks to the Techline team**

RADIATOR, FROM PAGE 3

Failed lip seal

removing the hose to avoid introducing any contaminants into the system.

Prior to installing the new radiator inlet hose, it's recommended to use a clean lint-free cloth to wipe the radiator spigot to remove any residual contamination that may be present from the coolant hose. The surface should be smooth and free of any contamination prior to installing the new hose.

For more information, refer to #PIT6494.

▶ **Thanks to Nick Flannery**

New TAC Phone Prompts Help Speed Support to Dealerships

TAC
Technical Assistance Center

Starting March 18, 2026, GM TAC is launching a new phone prompt experience to help route calls from technicians seeking assistance more quickly.

ENTER TAC CASE AND BAC

When reaching out to TAC, callers (U.S. and Canada) will be prompted to enter their TAC case number from CX Connect to help route the call. 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. Be sure to only enter the accurate TAC case number and BAC code. Incorrect entries may delay assistance.

If a case number or BAC code is not entered, the system will transfer the call to the standard phone menu options. To ensure

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Key Fob Synchronization Update

All buttons on one key fob (Remote Keyless Entry transmitter) may be inoperative on some 2023-2026 Escalade, LYRIQ, Corvette, Tahoe, Suburban, Yukon; 2024-2025 XT4; 2024-2026 BrightDrop, Envision, CT5, Colorado, Silverado EV, Traverse, Acadia, HUMMER EV, Sierra EV; 2025-2026 Enclave, CELESTIQ, ESCALADE IQ, OPTIQ, Equinox, Terrain; and 2026 VISTIQ models.

Key fob with six possible active command buttons

The key fob will operate properly for passively unlocking the vehicle and will allow the vehicle to start as normal when present in the vehicle. The second key fob operates normally.

These conditions may be due to the key fob being out of synchronization with the Body Control Module (BCM). Do not replace the key fobs or the BCM for this concern.

TIP: This condition will only affect one key fob and not the other(s). All buttons on the malfunctioning key fob will not function, which is an important factor to help narrow down this synchronization issue during diagnosis.

KEY FOB AND BCM COUNTERS

To facilitate secure communication, there is a counter within the key fob and another counter within the BCM. When a button on the key fob is pressed within range of the vehicle, the counter in the fob and the counter in the BCM will both increment by one. If the key fob buttons are pressed out of range from the vehicle, the key fob counter will increment by one with each button press, but the BCM counter will not increment as the key fob is not within range. Once the key fob is back within range and a button is pressed, the counters will synchronize and continue incrementing with each subsequent button press.

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TAC PHONE, FROM PAGE 7

faster routing and reduced hold times, technicians are encouraged to have their case number created in CX Connect before calling TAC.

TIP: Without access to CX Connect, Canadian dealerships should follow the prompts to be routed to the standard phone menu options.

BETTER PERFORMANCE, LESS TIME

By setting up a TAC case in CX Connect first, technicians who call in to TAC with the case number will get their call sent directly to the appropriate support for their specific case. TAC agents will have immediate access to the case, with all the details at their fingertips, which means less time on hold, less time repeating the concern and related information, and more time for TAC agents to provide assistance. Ultimately, the goal is to deliver a smoother, more productive, more efficient process for complex diagnostic issues, leading to better results and successfully closed repair orders.

CREATING A CASE

To help technicians with creating a case, a CX Connect Case Creation Help job aid is available. It includes step-by-step instructions for creating a case, including entering vehicle information, completing the dealer instructions and filling out the assessment fields.

CX CONNECT HELP

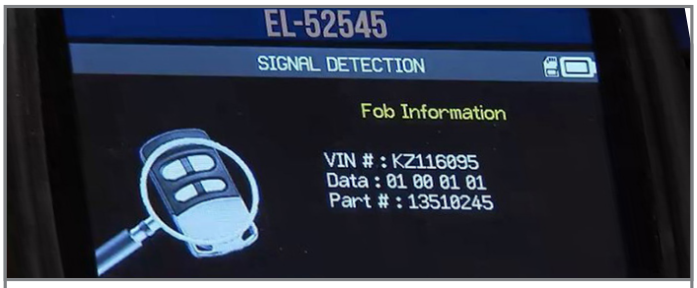
For a short online training course on how to open a new TAC case using CX Connect, check out the Video on Demand course CX-WBT332-V on the Center of Learning.

▶ Thanks to John Sauer

KEY FOB, FROM PAGE 7

However, when the BCM counter becomes higher than the key fob counter, the out-of-synchronization condition may occur. The synchronization issue is usually the result of corruption within the memory of the BCM.

To correct this issue, repeatedly pressing any button on the affected key fob until the counter in the key fob matches that of the BCM will synchronize the two devices. This may take up to 255 button presses until the counters become synchronized again.



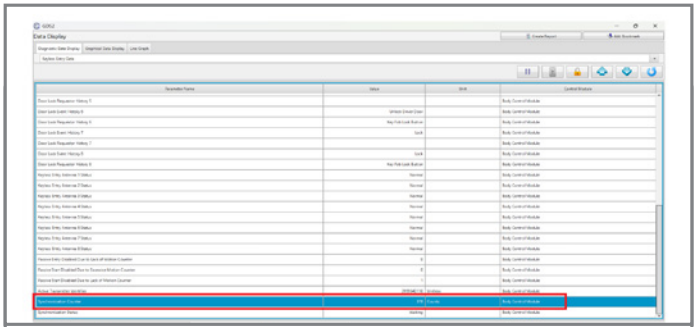
EL-52545 TPMS and RF tool

CONFIRM KEY FOB OPERATION

Verify the operation of the key fob and check the key fob battery using the EL-52545 TPMS and RF tool. After pressing a fob button ten times in a row, verify the fob output is above 20% using the signal strength meter on the EL-52545 tool.

SYNCHRONIZING THE KEY FOB

After verifying the fob battery is good, using GDS 2, go to Module Diagnostics > Body Control Module > Data Display > Keyless



Keyless Entry data display

Entry Data list and view the Synchronization Counter parameter. Pressing any fob button should increase the Synchronization Counter parameter by one count for each button press. Keep in mind that Active Transmission Identifier and Synchronization Status may behave differently depending on vehicle program and software.

If the Synchronization Counter parameter is increasing but the vehicle is not responding to any of the fob button presses, the fob is out of sync with the BCM.

Press any of the key fob buttons repeatedly until the counter values match. Again, this process may take up to 255 button presses in order to resynchronize the fob with the BCM. When the values match, the key fob should begin working properly again and the related vehicle function should respond.

For more information, refer to latest version of #PIT6456.

▶ Thanks to Colin Day and Robert Roselle

FSE Technician

RECOGNITION AWARDS

1ST QUARTER 2026

The GM Field Service Engineer (FSE) Technician Recognition Awards (U.S.) celebrate the skill and dedication of dealership technicians who have recently worked with FSEs on challenging repairs.

Technicians at GM dealerships are selected for recognition based on a variety of factors, including their focus on safety, customer satisfaction, personal accountability, training achievements, diagnostic abilities and the level of repair documentation.

Each recognized technician receives a Service Excellence magnetic plaque and an Excellence in Service Award certificate.

FSE Technician Recognition Awards – 1st Quarter 2026

Technician: Justin Downs

Dealership: Commonwealth Chevrolet, Lawrence, Massachusetts

FSE: Chris Proteau

Service Excellence:

I have been working with Justin for around five years now. He recently received his World Class Technician status. Justin has a "nevergiveup" attitude and is extremely customerfocused. He doesn't let difficulttodiagnose cases get him down and will go out of his way to provide accurate and detailed diagnosis and data collection to make sure all bases are covered before we commit to a repair. He is detailoriented and very easy to work with on cases remotely, consistently attaching documentation — photos, videos, and data logs — to the case for review.

Recently, Justin and I worked on a high-mileage G-Van with a V6 engine that started out at a local repair facility. The vehicle stalled and would crank but not start. The repair shop performed some work on the vehicle, but, ultimately, it was towed to the dealership with the concern still unresolved. Sifting through the prior repairs to get an idea of what might lead to the root cause was timeconsuming. Justin removed the exhaust system, but it still wouldn't start. Unfortunately, the exhaust system had been reinstalled when it was found the incorrect spark plugs had been installed. The spark plugs were replaced with the correct ones, but it still had a crank, no start condition. It turned out that one of the catalytic converters was plugged, so it really had two problems. The original problem of a restricted exhaust system and the aftermarket shop-induced problem of incorrect spark plugs.

Once we figured it out and got the vehicle operational again, we both had the classic "hindsight is 20/20" look on our faces. Sometimes the simplest things can be headscratching when you're thrown in midstream.Justin did a great job of never giving up and demonstrating why we all have jobs in this industry — the customer.

Technician: David Gomes

Dealership: Colonial Cadillac, Woburn, Massachusetts

FSE: Chris Proteau

Service Excellence:

David and I started working together 30 years ago. David was an ASEP student, and I was his mentor. He was a quick study and

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had strong mechanical abilities. He moved from the Chevrolet dealership where I worked to a local Cadillac dealership where he continued to hone his diagnostic skills. His product knowledge of the Cadillac brand is unmatched — to the point that when I have a question, I reach out to him. He is as customerfocused as anyone could be, always concerned with product quality, parts availability, and getting vehicles fixed right the first time, on time. He consistently goes out of his way to work with customers to identify difficulttoreproduce and difficulttodiagnose concerns, ensuring complete satisfaction with both the product and the dealership. From ASEP student to Master Technician working with our complex EVs, David has embraced every change over the years. I wish David the best of luck on his journey to becoming a GM World Class Technician.

Recently, David had a 10L80 transmission concern that was addressed in a bulletin. After performing that repair and finding the concern still present, he went into full diagnostic mode. He sent me powerflow and hydraulicfluid schematics and pored over what the issue could be. When we landed on a possible cause and disassembled the unit, his diagnosis of a seized Sprague in the pump cover was correct. This impressed me because when I disassemble a transmission, I always want a solid idea of what I'm looking for before going in, not just digging around to find the carnage. It wasn't an obvious broken component; it was something that could have easily been overlooked if not thoroughly inspected. Great job as always, David!

Technician: Chris Johnson

Dealership: R K Chevrolet, Virginia Beach, Virginia

FSE: Jon Ewing

Service Excellence:

Chris is an exceptional technician whose dedication and work ethic truly set him apart. Always eager to learn, he approaches each task with a positive attitude and a willingness to expand his skills. Chris is consistently helpful, going above and beyond to ensure everything runs smoothly.

Chris recently brought up a concern regarding Bulletin #21NA135 and the procedure for disabling DRLs on law enforcement vehicles. After disabling the DRLs on a 2026 Tahoe, he discovered that the headlamp control did not function as intended. After significant diagnostic time, we found that the 2026 model year headlamp switch design had changed, and the vehicle requires a different switch to restore proper headlamp control. Chris demonstrated GM's "Speak Fearlessly" behavior by bringing this issue to light. Identifying concerns early allows GM to update procedures, parts and bulletins before more vehicles are affected. Thank you, Chris, for everything you do!

Technician: Justin Reandeau

Dealership: Bob Moore Cadillac, Oklahoma City, Oklahoma

FSE: Gregg Brinlee

Service Excellence:

Justin is a very hardworking shop foreman who is extremely valuable to his dealership. He is always willing to help other technicians in the shop with any issues that arise, whether they are vehicle related or training related. Justin consistently supports upandcoming technicians, showing them the proper way to diagnose a vehicle and explaining how he arrives at the final repair decision. He also never hesitates to submit an SI Feedback or FPR.

One case I worked on with Justin involved a 2024 Escalade from California with a "Service Rear Axle" message, which would appear randomly at startup, and no codes were ever stored. Justin went above and beyond and ultimately found that G409, located in the left rear quarter panel, had never been tightened from the factory. Justin never questioned any diagnostic steps suggested throughout the process and remained thorough and engaged from start to finish.

Technician: Gary Gill

Dealership: Delaware Cadillac, Wilmington, Delaware

FSE: James Cassell

Service Excellence: :

Skill, integrity and drive are three words that best describe Gary's professional attitude. In every case I have had the pleasure of working with Gary, these traits have consistently led to efficient and complete repairs of customerowned vehicles. Gary exemplifies the "It's on Me" behavior with every vehicle, taking full ownership of the outcome.

Many of the technical issues Gary has resolved could have easily demoralized another technician, yet he always maintains a

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positive attitude and is driven to provide a worldclass customer experience in the service department. I would like to recognize Gary for all the "hoops" he jumps through daily to address programming and technical concerns on some of GM's most advanced vehicles.

Technician: Samuel Douglas

Dealership: Watsonville Cadillac, Watsonville, California

FSE: Greg Ochoa

Service Excellence:

Samuel is outstanding in his repairs and diagnostics, always maintaining a positive attitude and a "cando" mentality when faced with difficulties during troubleshooting. He is thorough with his diagnostics and use of resources, making sure to review and stay current with all available Service Information documents and training information. Samuel is a young technician who is eager to take on the challenges of any vehicle without hesitation or lack of interest.

When working with Samuel, I have noticed — and been impressed by — his ability to complete online training at any available moment when the opportunity presents itself. He has demonstrated strong skills and the ability to multitask, maintain clear communication with the FSE and related departments, and perform diagnostic work in a thorough and timeefficient manner. He consistently shows a willingness to work closely with the FSE team, providing all relevant information he gathers to help create a clear path for the FSE to approach and resolve the concern.

▶ Thanks to Hank Poelman

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