



# GM TECHNICAL ASSISTANCE CENTER (TAC)

## Dealer Tips and New Information Newsletter

APRIL 22, 2026

*"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.

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

When calling **GM TAC**, dealerships will first be prompted to enter their **TAC case number**. If a valid case number is not entered, the system will repeat the request once more, before routing to the BAC prompt.

**IMPORTANT:** Only enter your actual TAC case number; incorrect entries may delay support.

Next, callers will be prompted to enter their **BAC code**. The system will again repeat the request if the BAC code is not entered or not recognized. If a case number or BAC code is still not entered, the system will move to the standard phone menu options.

To ensure faster routing and reduced hold times, U.S. dealerships are strongly encouraged to create their TAC case in CX Connect before calling TAC.

## Enter Your TAC Case Number: What's in it for You

Entering a TAC case number in the IVR:

- Sends your call directly to the correct case.
- Reduces time on the phone.
- Improves TAC response times for everyone.

If you don't have a case number yet, nothing changes – TAC will create a new case.

## Why Having a TAC Case Number Helps Your Dealership

### 1. Faster support, less time on the phone

- Your call lands on the correct case immediately, so TAC can start helping sooner.
- Less time on hold and less time repeating the concern, and more time turning wrenches and closing ROs.

### 2. Better TAC performance = better support for you

- More TAC time available for complex diagnostics helps provide a smoother experience when you need extra help.

# 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 to include additional information. When a photograph is requested, please follow these simple tips to make sure the photos are helpful.

#### 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
- Several Model Vehicles - 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-099: Information on NFC Key Card

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

### **Additional Information and Tips:**

After confirming proper placement and giving the system a few moments while holding the card in the right location, if the NFC key card still does not unlock/lock the vehicle, please place the card between the door handle and the door sheet metal, or under the door handle (where your hand would be when gripping the door handle).

There have been a few cases where this seems to allow the NFC key card to function normally. Ensure the vehicle can lock and unlock after placing the key card between the handle and door sheet metal. If everything has been found to function properly after this, please submit a field product report with details on what was found and photos of card placements.

This Issue is under investigation, and we are attempting to confirm if this is expected operation.

*Thanks to Christopher Crumb - ACF, Paul Radzwilowicz - SME and Jessica Thoma - BQM*

## 2) Emerging Issue: NFC Key Card/Digital Key Hardware Present but Feature Not Enabled - Do Not ADDRESS Communication DTCs

**Concern:** Technicians may observe loss-of-communication DTCs related to NFC key card and/or digital key components. Customers will not report any related concerns, and there will be no driver-visible messages or warnings displayed. Technicians may also attempt to use RPO codes in IVH to determine whether NFC key card or digital key functionality is present.

**Cause:** The vehicles listed are equipped with NFC/Digital Key hardware, but the features are not enabled and will never be enabled on these applications. These vehicles were built with the following components:

K183 - UHF Short Range Low Energy Remote Control Access Transceiver

B342x - UHF Low Energy Remote Control Access Sensor Transceivers

K300 - Near Field Communication Exterior Module

Because these features are intentionally disabled, the modules may set loss-of-communication DTCs. There is no indication to the driver. These DTCs do not indicate a fault. There are no RPO codes that indicate NFC key card availability or functionality in IVH.

### **Models Affected:**

2023-2024 - L233 Cadillac LYRIQ

2025 - L232 Cadillac OPTIQ

2026 - L234 Cadillac VISTIQ

2025-2026 - L246 Cadillac CELESTIQ

2025-2026 - T1 SUV Cadillac Escalade

2025 - T1 SUV Chevrolet/GMC

2026 - BT1YL/ZL GMC HUMMER

2025-2026 - BT1CC/CG Chevrolet Silverado/GMC Sierra

2025-2026 - C1YX-2 Buick Enclave, Chevrolet Traverse, GMC Acadia

### **Important Information:**

- Do NOT use RPO codes in IVH as an indicator of NFC key card availability or operation.
- BOY (Digital Key) status – whether active or inactive – is the only valid indicator.
- BOR (Vehicle Interface Smartphone Deactivated) vehicles were never intended to support Digital Key.

### **Definitions:**

BOY - Non-functional: Vehicle built with Digital Key hardware, feature not enabled.

BOR - Vehicle Interface Smartphone Deactivated: Vehicle never intended to support Digital Key or NFC key card functionality.

**Correction:** Do NOT diagnose or attempt repairs for NFC key card or Digital Key-related communication DTCs on the affected vehicles listed above.

Do not replace any components.

Do not perform wiring repairs.

Do not attempt programming, setup, or calibration.

Any communication DTCs related to these modules on the listed vehicles are expected behavior and should be disregarded.

*Thanks to Christopher Crumb - ETA and Paul Radzwilowicz - ETA*

### **3) For Technician Awareness: Changes to Telematics Programing**

Recent adjustments have been made to some vehicle platforms for BOTH Programing/Setup and Updating Hazard Warning Flashers ON to keep the BCM occupied and the BUS traffic awake when the vehicle is OFF. See **Document ID 6856222** in SI for the updated instructions.

*Thanks to FSE Robert Bridges for this tip.*

#### 4) **Bulletin #26-NA-119: Information on Mobile App/In-Vehicle App Malfunction - OnStar Equipped Vehicles**

This bulletin has been released and is now available in SI for all 2019 - 2027 MY vehicles.

#### 5) **Bulletin #26-NA-120: Information for GM-Approved Vehicle Interior Cleaning Methods**

This bulletin has been released and is now available in SI for all 2006 - 2026 MY vehicles.

#### 6) **Bulletin #26-NA-122: All Active Safety Features Inoperable**

This bulletin replaces **#PIP6587** and is now available in SI for many 2024 - 2026 vehicles.

#### 7) **Emerging Issue: Intermittent Replace Fob Battery Message**

**Concern:** An intermittent “replace FOB battery” type of message on the IPC. This may affect many different car and truck models.

**Correction:** Please do not replace any parts at this time. A PI is in the works with further information.

*Thanks to Ted Luczak - ETA, Paul Radzwilowicz - ETA, Jim Will - ETA, Jeff Knight - ETA and David Antal - ETA*

## 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 of the following information when prelubing an engine during replacement.

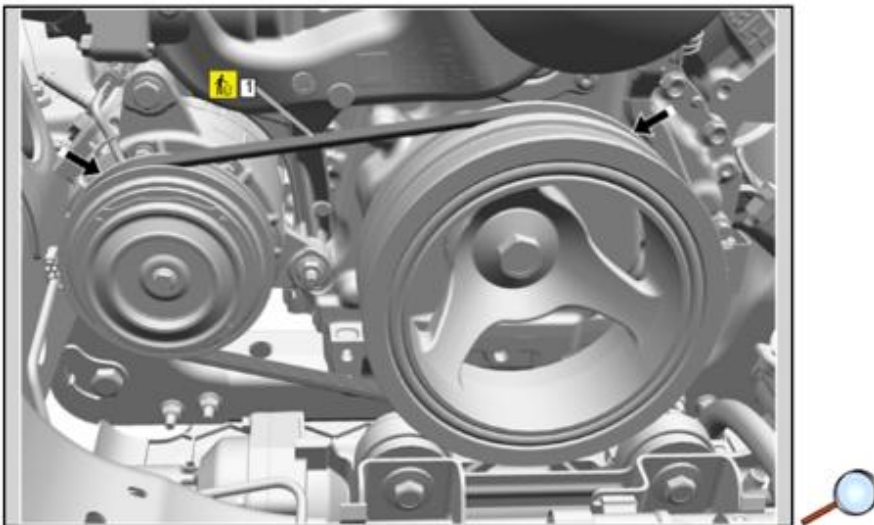
### Engine Prelubing before Accessory Drive Belt Installation

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) Emerging Issue: Bulletin #25-K-002 P0621 1.3L L3T with transmission M3F

**Concern:** 2025-2026 Trailblazer and Encore GX, 1.3L L3T, AWD with Transmission M3F setting DTC P0621.

**Cause:** Bulletin #25-K-002 does not apply to FWD CVT transmissions. This only applies to AWD applications using the M3F transmission.

**Correction:** To help diagnose this issue, monitor the "generator L high voltage parameter" by toggling from OK to Malfunction during a cold ambient start.

*Thanks to David Rutkowski - ETA, Jeff Knight - ETA and Sonny Snyder - BQM*

#### 4) **Bulletin #26-NA-102: Possible Low Engine Oil and/or Oil Consumption Concern, DTC P06DD Set**

This bulletin has been released and is now available in SI for 2024 - 2025 Envision models equipped with the LSX engine.

#### 5) **Bulletin #26-NA-110: Malfunction Indicator Lamp (MIL) Illuminated on Driver Information Center (DIC) Without Experiencing Reduced Power, DTCs P2463 and/or P24A4 Set**

This bulletin has been released and is now available in SI for 2024 - 2026 Silverado 2500HD/3500HD and Sierra 2500HD/3500HD vehicles equipped with the LP5 engine.

#### 6) **#PIP6109: Diagnostic Tip for DTCs U060F, U1346 and P0102**

This PI has been released and is now available in SI for 2026 MY Equinox and Terrain vehicles equipped with the LSD engine.

#### 7) **Emerging Issue: 2025-2026 Equinox and Terrain models with RPO LSD Oil Leaks**

**Concern:** 2025-2026 Equinox and Terrain models with RPO LSD may experience oil leaks from the LF of the vehicle at the CAC hose connection to the CAC (dripping down on the plastic lower shield and then onto the ground).

**Cause:** For the time being, if encountering a vehicle with oil leaking from the LF CAC connection, obtain a picture of the leak and a picture of the EUN tag on the front timing cover. Start a TAC case and attach pictures to the case. Engineering also is asking for the following items to further assist in investigating this condition.

- Crankcase pressure reading using 20-NA-047 as a guide. Readings should be similar.
- Any evidence of oil consumption?
- Current oil level?
- Front or rear main seal leak signs?
- MIL?
- Compression readings all 4 cylinders?
- Charge air cooler hose seal integrity and condition.

**Correction:** All cases will be reviewed by an ETA or Brand Quality.

*Thanks to Scott Willems - BQM, Joe Cancialosi - SME, Steven Barbier - SME and Aron Wilson - SME*

## 8) Emerging Issue: #N252494000 Electrical Noise Message

**Concern:** An electrical noise error message may be seen when performing the PICO test during #N252494000.

**Correction Tips:** Make sure the laptop is disconnected from the AC charging cord. Also verify no aftermarket accessories are installed.

If the PICO box has a ground screw present (see photo), you can run a wire from the PICO ground screw to the vehicle's negative battery terminal. If the PICO does not have a ground screw, the dealer can ground the BNC (metal portion) of the cable connection (shown below) to the vehicle's negative battery terminal.



*Thanks to Tim Lightfoot - ETA*

## 9) Bulletin #26-NA-116: Radiator Inlet Hose Coolant Leak, Malfunction Indicator Lamp (MIL) Illuminated

This bulletin replaces #PIT6494 and is now available in SI for 2023 - 2026 mid-size trucks.

# TRANSMISSION & DRIVETRAIN

## 1) Bulletin #26-NA-114: Information on Normal 3-8 Clutch Backing Plate Hot Spotting for GF8 8T65/45 and/or GF9 9T45/50/60/65 Automatic Transmissions

This bulletin has been released and is now available in SI for several 2018 - 2025 MY vehicles.

## CARS & SMALL SUVS

### 1) **Bulletin #26-NA-082: Rearview Image Appears Blurry and/or Camera Inoperative**

This bulletin has been released and is now available in SI for 2024 - 2026 MY Envista, Encore and Trax vehicles.

### 2) **Bulletin #26-NA-112: Rear Reading Lamps Inoperable from Rear Switches After Overhead Console Replaced**

This bulletin has been released and is now available in SI for 2020 - 2024 MY CT4 and CT5 vehicles.

## CROSSOVERS

### 1) **Bulletin #26-NA-007: Radio Screen Flicker While Up/Down Front Passenger Seat Controls Are Used**

This bulletin has been released and is now available in SI for 2020 - 2023 Enclave and Traverse.

### 2) **Bulletin #26-NA-104: Super Cruise and Driver Attention Assist Unavailable and Drowsy Driver Feature Disabled**

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

### 3) **Bulletin #26-NA-115: Information on DTCs Set in the K36 Restraints Control Module B0090-B0098 After Replacing the Airbag Impact and/or Discriminating Sensors**

This bulletin has been released and is now available in SI for 2026 Envision models.

### 4) **#PIT6502A: DTC U3000 SYM 92 Setting Current or History in the K47 Rear Drive Control Module - Part Restriction**

This Pi has been released and is now available in SI for 2024 MY large crossover vehicles.

# TRUCKS & SUVS

## 1) **Emerging Issue: 2021 T1 SUV Unable to Complete SDAC**

**Concern:** SDAC will not complete and ECU causing failure could be A11 Radio, P16 IPC, or K73 Telematics Module.

**Cause:** This is a known SPS issue.

**Correction:** The current workaround is to disconnect the SDGM X3 connector and then complete SDAC to verify it completes.

*Thanks to Scott Fibranz - ETA and Pete Shear - Field Issue resolution Lead*

## 2) **Bulletin #26-NA-106: Unwanted ABS Activation**

This bulletin has been released and is now available in SI for 2021 - 2023 medium-duty trucks with the L5D engine.

## 3) **Bulletin #26-NA-117: Information on Cluster Hood Panel Misaligned to IP Extension Panel**

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

## 4) **Bulletin #26-NA-118: Super Cruise Disengages Driving Next to Merging Lane**

This bulletin replaces **#PIT6431** and is now available in SI for 2026 full-size trucks and SUVs.

## 5) **Bulletin #26-NA-123: Noise When Opening the Side Doors**

This bulletin has been released and is now available in SI for 2016 - 2023 full-size vans.

## 6) **#PIT6507: Diagnostic Tip - Serial Data Authentication Configuration (SDAC) Failing**

This PI has been released and is now available in SI for 2021 SUVs and CT4 and CT5 models.

## 7) **Emerging Issue: 2022-2024 Silverado 1500, Sierra 1500, Silverado 2500HD/3500 and Sierra 2500HD/3500HD Forward Collision Unavailable Message and Automatic Emergency Braking Amber Icon On at Startup, No DTCs.**

**Concern:** Some customers may comment that they have a " Forward Collision Unavailable" message accompanied by an Automatic Emergency Braking amber icon that illuminates intermittently at startup and then goes out a few seconds later. In rare cases, it may take up to 30 seconds for the message to go out. When the vehicle is driven, all systems work normally.

**Correction:** No repairs should be made as this is a normal characteristic of the vehicle. PI to follow soon.

*Thanks to Stephen Jacob - ETA*

# ELECTRIC & HYBRID VEHICLES

## 1) **Bulletin #26-NA-085: Service Headlamp Message and B1B5F:49 and/or B1B60:49**

This bulletin replaces **#PIC6642** and is now available in SI for 2023 - 2026 LYRIQ models.

## 2) **Bulletin #26-NA-105: DTC U0411 Invalid Data Received from Drive Motor Control Module Set Post Programming Event**

This bulletin has been released and is now available in SI for many 2026 - 2027 EV vehicles.

## 3) **Emerging Issue: 2026 LYRIQ-V Sunroof Initialization**

**Concern:** The overhead console equipped with a camera prevents the sunroof from initializing due to a LIN Bus 8 software issue within the console.

**Correction:** A temporary workaround is to install a non-camera overhead console to initialize the sunroof and then reinstall the original console. A Product Information (PI) bulletin will be published addressing this concern.

**Note:** The camera's coax cable is fragile. Please handle it with caution during this process.

*Thanks to Tonya Ashley - ETA, David Antal - ETA and Blake Streling - BQM*

# INFOTAINMENT

## 1) **Bulletin #26-NA-111: Information on Apple Music In-Vehicle Application (Google Built-in) Frequently Asked Questions (FAQs)**

This bulletin has been released and is now available in SI for many 2025 - 2027 vehicles.

## 2) **Bulletin #26-NA-121: Poor Sound Quality on a Phone Call**

This bulletin replaces **#PIT6231** and is now available in SI for 2024 - 2026 Equinox EV and Blazer EV vehicles.