



GM TECHNICAL ASSISTANCE CENTER (TAC)

Dealer Tips and New Information Newsletter

AUGUST 24, 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.

ATTENTION: All U.S. GM Dealerships*

Starting August 26, 2026, a case number will be required to contact the Technical Assistance Center (TAC) and Techline (TCSC) teams for phone support. To open and manage a case, please navigate to CX Connect through Global Connect.

If you need assistance with creating a case in CX Connect, refer to the following document in CX Connect: **CX Connect - Case Creation Guidelines**.

Having difficulty finding your open cases? See: **Announcement A-0000052 My Open Cases List View Issue** on the CX Connect home page for help finding open cases.

**Canadian GM Dealerships are not required to provide a case number at this time.*

GENERAL

1) Sending Session Logs to TAC

When sending session logs to 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 as 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 the new 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 the audio file plays back clearly through 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 is 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 is one active Action Centers:

- 2027 Chevrolet Corvette Stingray with the 6.7L LS6 Engine

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) #PIT6533: False/Ghost Left or Right Side Object Detection Alerts

This PI for multiple 2026-2027 models has been released and is now available in SI.

False/ghost left or right Side Object Detection alerts while driving with no objects around the vehicle may be caused by a software anomaly in the Short Range Radar Modules. This condition affects factory as well as service parts.

Create a TAC case and provide the Trace Data Identifier or add a picture of the Short Range Radar Module to the case so TAC can verify if the suspect Short Range Radar Module is affected by this software anomaly.



2) #PIT6507: Diagnostic Tip - Serial Data Authentication Configuration Failing

This PI for 2021 Envision, CT4, CT5, Escalade, Tahoe, Suburban, Yukon and Corvette models has been released and is now available in SI.

The Serial Data Authentication Configuration (SDAC) may fail to complete due to an SPS programming anomaly. The A11 Radio, K73 Telematics Control Module, or P16 Instrument Cluster may be indicated as causing the failure. There also may be an E7010 error.

The current workaround for this concern is to disconnect the Serial Data Gateway Module (SDGM) X3 connector, perform SDAC again, and confirm it completes.

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.

Prelubing 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.

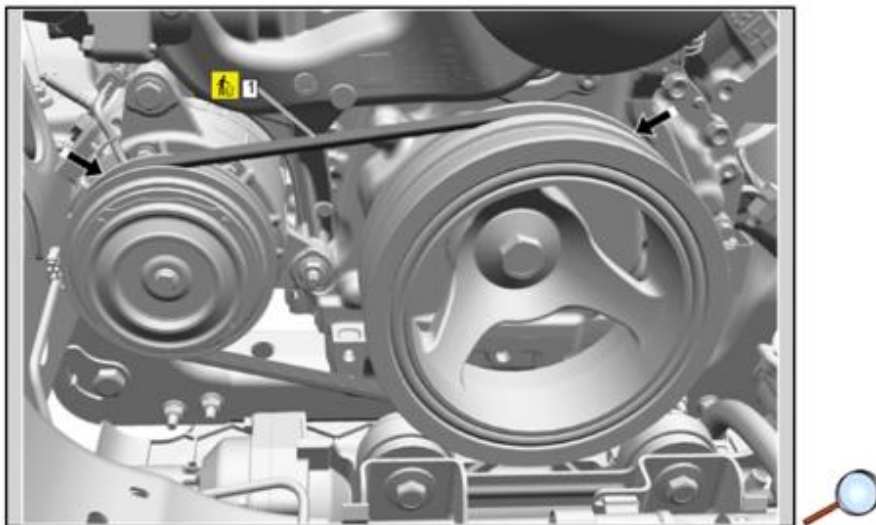
Note: Additional information applies to all L84, L87 and L8T engine families. Please take note of the following information when prelubing an engine during replacement.

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) #PIP6128: LSD Shudder Concern, Potential Misfire All Cylinders with or without MIL P0300

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

Closely review all diagnostic tips in the PI for potential position 1 B52A Oxygen Sensor skew so that the correct repairs are made. The oxygen sensor should not be replaced unnecessarily.

4) Bulletin #26-NA-234: Information on 1.2L LBP/LIH Turbocharger

This bulletin for 2024-2026 Encore GX, Envista, Trailblazer and Trax models replaces #PIP6116 and is now available in SI.

1.2L engines on 2024-2026 vehicles feature a new turbocharger design that reduces rattle/wear. Turbochargers are no longer on restriction. Review all steps in the bulletin to help with diagnosis. Before creating a case with TAC, record all session data outlined in the bulletin and complete the required worksheet steps to help reduce misdiagnosis.

5) #PIP6124: 6.7L (RPO LS6) Engine Exchange

This PI for 2027 Corvette Stingray and Corvette Grand Sport models equipped with the 6.7L LS6 engine has been released and is now available in SI.

During the launch of the 2027 model year, the 6.7L LS6 engine will be under an exchange program administered by the GM Product Quality Center (PQC). Prior to contacting PQC, please make sure to complete the OEM Engine Exchange worksheet. Refer to the PI for components that may be removed and serviced without exchange.

TRANSMISSION & DRIVETRAIN

1) #PIP6127: 8-Speed RWD Torque Converter Restriction

This PI for 2019-2022 Sierra; 2019-2026 Silverado; and 2023-2026 Colorado and Canyon models equipped with an 8-speed automatic transmission (RPO MQE, MQF) has been released and is now available in SI.

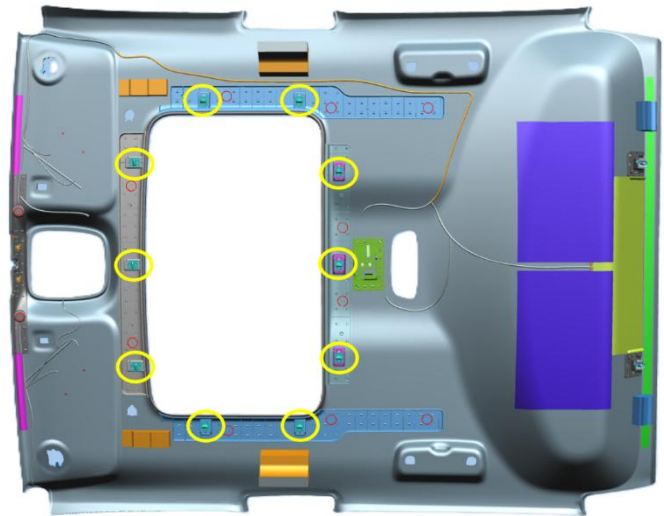
If diagnosis points to replacing the torque converter for a shudder, vibration, or surge condition, contact the GM Product Quality Center (PQC). Bulletin #25-NA-148 should be followed, including the full transmission fluid flush and a 200-mile (320 km) drive afterward, as part of the diagnostic procedures.

TRUCKS & SUVS

1) Bulletin #26-NA-231: Sunroof Headliner Rattle/Squeak Noise

This bulletin for 2023-2026 Colorado and Canyon trucks has been released and is now available in SI.

The headlining trim panel retainers may not have the proper retention, or there may be a material compatibility issue. Replace the current headlining trim panel retainers with the updated design parts. Do not replace the headliner.



2) #PIT6535: 2026 Model Year Interim Change - Information on Missing Hood Front Bumpers

This PI for 2026 Colorado and Canyon trucks has been released and is now available in SI.

Engineering has confirmed that the non-adjustable Hood Front Bumpers do not impact the performance or long-term durability of the hood system or the truck and are not required.



ELECTRIC & HYBRID VEHICLES

1) Bulletin #26-NA-213: Whoosh, Click, or Tick Type Noise Heard While Depressing Brake Pedal

This bulletin for 2023-2027 LYRIQ; 2024-2027 Blazer EV, Equinox EV; 2025-2026 CELESTIQ; 2025-2027 OPTIQ; 2026-2027 VISTIQ; and 2027 Bolt models has been released and is now available in SI.

A whoosh, click, or tick noise may be heard while depressing the brake pedal. This is a normal noise heard from the Electronic Brake Control Module. If the noise matches the audio file in the bulletin, no repairs are necessary.