

# GM TECHNICAL ASSISTANCE CENTER (TAC)

## Dealer Tips and New Information Newsletter

OCTOBER EDITION

October 27, 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 is now 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 #25-NA-363: Global Warranty Management (GWM) Warranty Parts Center (WPC) Parts Return Program Information – UPDATED November 24, 2025

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 #25-NA-363**, 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, GM 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 TAC Action Centers

### New Vehicle Action Centers

- 2027 Chevrolet Silverado 1500 and GMC Sierra 1500
- 2027 Chevrolet Colorado and GMC Canyon

### New Feature Action Centers

- 2025-2027 Cadillac LYRIQ Digital Key
- 2026-2027 Cadillac OPTIQ Digital Key
- 2026-2027 Cadillac VISTIQ Digital Key

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.

U.S. dealerships are requested to create a TAC case in CX Connect to provide feedback to an action center. This application can be found in Global Connect under Department > Service > CX Connect. Please indicate in the Case Assessment whether assistance is needed or if you are simply sharing product feedback with the team.

# 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.

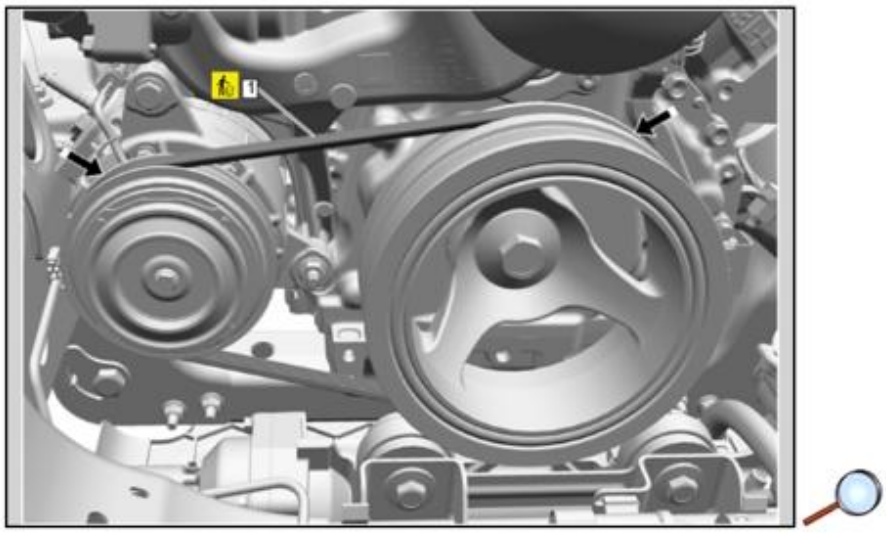
Note: Additional information applies to all L84, L87 and L8T engine families. Please take note of the following information when prelubing an engine during replacement.

**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) #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.

## 4) Bulletin #26-NA-279: Information on Dyed Diesel Fuel in Diesel-Powered Vehicles

This bulletin applies to 2015-2027 GM vehicles equipped with diesel engines and is now available in SI.

The presence of dyed diesel fuel in a vehicle does not, by itself, affect the vehicle warranty and is not a basis for denying warranty coverage. When assessing the fuel in an applicable vehicle, follow the process set forth in **Bulletin #24-NA-225**. Please document all test results.

Coverage may not apply if testing confirms the presence of an unapproved fuel, a fuel blend or a contaminant.

### 5) #PIP6135: Information on Dyed Diesel Fuel in Diesel-Powered Vehicles

This PI for 2027 Corvette models equipped with the 6.7L engine (RPO LS6) has been released and is now available in SI.

If DTC P00C6 is set in history, clear the DTC and start after an overnight cold soak. If the DTC does not return, the vehicle can be released.

If the DTC is active or returns when starting after an overnight cold soak, follow SI diagnostics. Record GDS2 session logs of high- and low-side fuel system data under conditions for running DTC P00C6. Start a TAC case and provide the data/findings related to SI diagnostics.

## 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.

## CROSSOVERS

### 1) #PIT5995B: Dealer Information for Location of Rear Child Seat Anchor

This PI for 2020-2026 Encore GX; 2021-2026 Trailblazer; and 2024-2026 Envista and Trax has been released and is now available in SI.

It provides information for locating the lower rear child seat latch anchors. Each anchor position has a label near the crease on the seatback. The anchor is located in the crease.



2) **#PIT6196A: Diagnostic Tip - Cruise Control, Adaptive Cruise and Lane Keep Assist Turns Off or Inoperative**

This PI for 2020-2026 Encore GX and 2021-2026 Trailblazer has been released and is now available in SI.

The adaptive cruise/regular cruise control or Lane Keep Assist turns off/on while driving or is inoperative. Check that all tires are the correct size for the vehicle application.

3) **#PIC6660: No Air Flow from Dash Vents When Using A/C After Extended Driving**

This PI for 2024-2026 Encore GX, Envista, Trailblazer and Trax has been released and is now available in SI.

The air conditioning may stop working and, after more than 0.5 hours of driving, the air conditioning evaporator may completely ice over. Engineering is currently investigating this condition.

## ELECTRIC & HYBRID VEHICLES

1) **#PIC6661: Diagnostic Tip - Tail Lights Stay on After Vehicle is Shut Off**

This PI for 2025-2027 OPTIQ models has been released and is now available in SI.

If the tail lights stay on after the vehicle is shut off, check for possible water intrusion in the rear tail lamp connector.



2) **#PIC6656A: Rear Brake Pad Noise When in Reverse**

This PI for 2024-20207 Equinox EV and 2025-2027 OPTIQ models has been released and is now available in SI.

There may be rear brake pad noise when the vehicle is in Reverse. Engineering is currently investigating this condition.

# TRUCKS & SUVS

## 1) Bulletin #26-NA-284: 2027 Next Generation Chevrolet Silverado 1500 and GMC Sierra 1500 Light-Duty Trucks New Model Features

This bulletin for 2027 Silverado 1500 and Sierra 1500 has been released and is now available in SI.

It covers the new styling, new and upgraded powertrain options, improved ride and comfort features, new and upgraded infotainment systems, and other feature enhancements of the new trucks.

Vehicles are expected to begin arriving in dealerships by early November.



