

SERVICE

IN SIGHTS

WINTER 2025

*Service Repair News
From Your Parts Supplier*

Stay True
With Diagnostics

New ACDelco
Courses, Translations

Solving the
Oil Crisis



2025 Chevrolet Tahoe

Building on Success

Meet the new 2025 Chevrolet Tahoe and Suburban

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“... many of these
counterfeit units
are embedded
with malware
software ...”

— Bob Stewart,
Global Aftermarket
Service Support
and Brand
Protection Manager



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IN SIGHTS

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EDITOR

Bill Davis

WRITERS

Amy Lenard, Jim Pesta,
Mark Spencer

ART DIRECTOR

Mindi Schappach

MAGAZINE DESIGNER

Joe Senneker

GRAPHIC DESIGNER

Gerald Stein

OPERATIONS

Rebecka Bale

CONTACT US AT

editor@ccainsights.com

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Opportunity Knocks

Report breaks down purchases and rewards for my GM Partner Perks members

Enrolled members of the my GM Partner Perks Program are proponents of GM Genuine Parts and ACDelco, and often engage in various purchases throughout the year to bolster their operations. Tracking this activity and the resulting rewards that come with these actions are easier to understand by referencing the convenient Opportunity Report. With it, they can easily

access details about purchases they've made during the current and prior years, rewards they've earned, specific invoices and their growth bonus achievement – along with their current program status.

To access the Opportunity Report, members simply click on Reports in the top navigation bar of the main page of their my GM Partner Perks Program account. This will take them to a page where they can select the Opportunity Report from a list of available options.

To find out more about how my GM Partner Perks can support your shop, scan the code, visit mygmpartnerperks.com or call the Program Support Center at 800-253-3428.

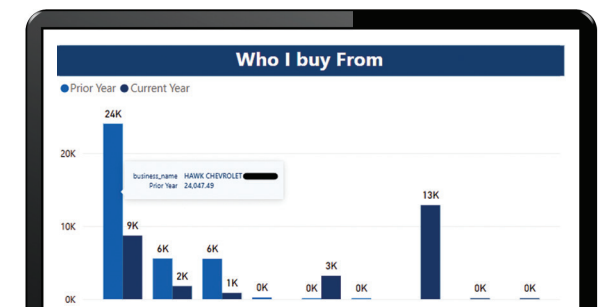
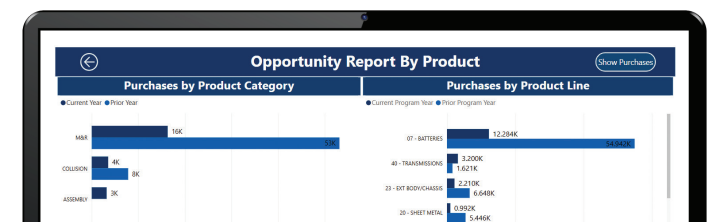
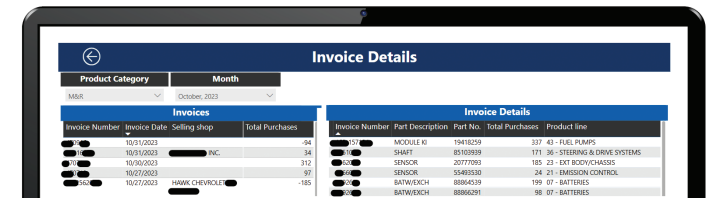
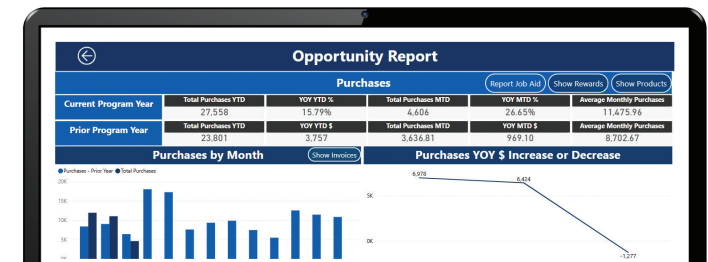


The report offers a user-friendly snapshot of the current program year, allowing users to compare their ordering transactions and reward-points performance to the prior year. It also highlights their purchases by product category and product line, as well as who members purchased from, and the results are represented numerically and graphically. Another useful feature of the Opportunity Report is the monthly breakdown of purchases and reward earnings for each year in the program.

This historical data offers a clear view of year-over-year performance, helping members identify trends and make strategic decisions. This could be as simple as seeing how many brake parts were bought from a specific dealer last fall, which could help them forecast what is needed in the coming year.

The Opportunity Report's information also can be drilled down to a single invoice, providing a comprehensive view of what was purchased, the product line

and from whom. You can even download the invoice data into an Excel spreadsheet to determine award amounts received by product category. ■





Counterfeit diagnostic tools can lead to all the wrong answers

Certain shops are finding

that when they try to save a little money, they are not only purchasing an inferior product, but one that can be potentially destructive.

The products in question are counterfeit MDI 2 tools – diagnostic equipment featuring inferior components such as resistors, transistors and caps. These counterfeit products may be unable to connect with the models they are intended to service. In some detected instances, they include legitimate, but outdated, circuit boards in an updated-appearing outer casing. These counterfeit products are often offered at legitimate online marketplaces, further confusing purchasers. However, all the counterfeit products have one thing in common: They are offered at hundreds of dollars off the price of the genuine item.

“At the low end, these tools won’t function on our newer model vehicles [those with the VIP electrical architecture],” says Bob Stewart, Global Aftermarket Service Support and Brand Protection Manager. “But the higher risk is many of these counterfeit units are embedded with malware software that can do many harmful things, such as skim the user’s credentials to be used by bad actors.”



To counteract the rise in numbers of these fake diagnostic tools – which Stewart estimates to be about 5,000 in the field – as well as the cybersecurity risks these devices pose to users, GM has begun blocking them from use with the company’s service applications. This may lead to a permanent lockout of the associated shop ID and time-consuming efforts to establish new identification, and to format and reload their operating systems.

Stewart does caution that GM’s cybersecurity team is seeing shops being locked out two or three times with the same device, but under different shop IDs/credentials. He urges shops to review the Terms of Use for the software, and notes that GM may terminate all current and future access to GM software for repeat offenders engaging in conduct that may negatively impact the network. ■

What to Look For

Among the telltale signs that an MDI 2 tool may be counterfeit include:

A sticker saying “With or without Wi-Fi”

A missing serial number on the back of the unit

A red casing enveloping the tool

A missing GM logo



Legitimate GM MDI 2 tools can be purchased from the GM Special Service Tools website. (See QR code at bottom left.)

“Once a tool is identified as counterfeit, it should not be used again as it will continue to be locked out, causing the tech/shop to lose more valuable time,” says Joshua Shuck, GM Special Tools and Dealer Equipment Manager. “The best bet is to start using a genuine GM MDI 2, or an aftermarket J2534 device.”

Language of Learning

Many ACDelco courses
are being translated
into **Spanish**

In an effort to make ACDelco training more available and understandable to a wider audience of learners, more than 100 Web-Based Training (WBT) courses are being translated into Spanish. The courses range in subject matter from engine and transmission features to braking to HVAC and infotainment systems.



"This achievement reflects a strong commitment to GM's culture of inclusion and adaptability, ensuring training resources are accessible and aligned with GM's goals," says John Latner, Manager, ACDelco Technical Training.

To access these courses, go to the ACDelco Training site (acdelcotraining.com), click on the Main Menu tab on the home page, click on Language Options and then select Spanish. ■

New for 2025

ACDelco is offering new courses for 2025 for both Web-Based Training (WBT) and Instructor-Led Training (ILT), InShop and Seminar formats. The new courses are listed below and on the next page:



WBTs

SAC0801WB HVAC Systems and Operation Stage 2 Heating and Air Conditioning

This course covers Heating, Ventilation and Air Conditioning (HVAC) system-distribution fundamentals.

SAP5801WB High-Voltage Battery Systems Fundamentals Alternative Propulsion

This course covers the features of the global hybrid and electric vehicle high-voltage battery systems.

SAP5701WB High-Voltage Disable Procedures Alternative Propulsion

This course presents the general procedures for disabling and enabling the high-voltage battery in a GM hybrid or Electric Vehicle (EV).

SAP0302WB High-Voltage Power Electronics Fundamentals Alternative Propulsion

This course provides an overview of power electronics and electronic-motor controllers. Upon completing this course, the technician will be able to identify the purpose of power electronics and thermal management characteristics.

SST0902WB Entry and Security Systems: Passive Entry and Keyless Ignition Safety and Security

This course covers the Passive Entry Passive Start (PEPS) system, content theft-deterrent system and service considerations.

SST0702WB OnStar Systems 3 Safety and Security

This course provides a description of the Gen 11 and Gen 12 OnStar® systems.

SAC0701WB HVAC Systems and Operation Stage 3 Heating and Air Conditioning

This course provides the servicing and performance diagnosis of Heating, Ventilation and Air Conditioning (HVAC) systems.

SAP5901WB Electric Vehicle High-Voltage Charging Alternative Propulsion

This course provides information about high-voltage charging in a GM Electric Vehicle (EV). The course covers charging-system components and types, charging stations and communication.

ILTs/InShops/Seminars

SAC0101IS | InShop A/C Compressor Replacement

This 1-hour InShop Training course will cover important tips and procedures for replacing A/C compressors to ensure a long service life.

SEP0401IL | ILT Advanced Engine Performance - Air and Fuel Systems

This course provides technicians with comprehensive diagnostic strategies to address complex drivability concerns. Course content focuses on advanced diagnostic methods, including scan-tool data analysis and oscilloscope-waveform analysis.

SEP0501SM | Seminar Advanced Engine Performance - Air and Fuel Systems

This seminar provides technicians with alternative methods for diagnosing drivability concerns using scan-tool data and oscilloscope-waveform analysis.

SCL0301IS | InShop Aluminum Welding and Repair

This 1-hour InShop Training course will familiarize technicians with the various types of aluminum repair and welding procedures.

SCL0401IS | InShop Bolted Body Panels

This 1-hour InShop Training course will cover installation and adjustment procedures for bolted exterior body panels and enclosures, including front and rear doors, hoods, liftgates, fenders and fascias.

SAC0201SM | Seminar Refrigeration Systems Operation and Testing

This Instructor-Led Training seminar provides technicians with an overview of refrigeration-system design, operation and servicing. Emphasis is placed on the skills required to effectively diagnose and service R-134a and R-1234yf Air Conditioning (A/C) systems.

SAC0701IL | ILT Refrigeration Systems Operation and Testing

This Instructor-Led Training course provides technicians with the functional knowledge of A/C systems operation and the skills required to effectively diagnose, service and repair R-134a and R-1234yf A/C systems. ■

MOVING FORWARD

For 2025, the Chevrolet Tahoe and Suburban build on their reputations of performance with key updates

Chevrolet Tahoe and Suburban, the industry's best-selling large SUVs, stand out with their dominance in the full-size SUV segment, and have for more than 45 years. They have become cultural icons in the industry, offering a unique blend of power, comfort and style that is unmatched by their competitors.

But that doesn't mean resting on their laurels. For the 2025 model year, the Tahoe and Suburban feature notable updated designs, a more powerful diesel engine option, and new technology enhancements for improved driver confidence and security.

Key highlights and features include:

- A freshened exterior design with bolder signature lighting
- An interior centered on convenience, luxury and practical functionality
- An available second-generation 3.0L Duramax Turbo-Diesel engine¹
- Ride and handling enhancements engineered for greater driving refinement

MODEL LINEUP

All trim levels boast an array of best-in-class displays,² advanced standard safety and driver assistance features³ such as Intersection Automatic Emergency Braking and Blind Zone Steering Assist, and

performance features such as Magnetic Ride Control and Air Ride Adaptive Suspension that adjust your ride based on the road ahead.

Available trim levels include:

- LS
- LT
- RST
- Z71
- Premier
- High Country

Continued on next page >



Did you know:

The 2025 Chevrolet Suburban offers best-in-class max cargo volume⁴ with 144.5 cu. ft.

feature FOCUS

An available AutoSense Power Liftgate automatically opens when the owner stands behind the vehicle with the key fob.

NOTE: Only available on Premier and High Country



2025 Chevrolet Tahoe



2025 Chevrolet Suburban

1. Late availability 2. Based on latest available competitive information. 3. Safety or driver assistance features are no substitute for the driver's responsibility to operate the vehicle in a safe manner. Read the vehicle Owner's Manual for important feature limitations and information.

4. Based on latest available competitive information. With rear seats folded flat. Cargo and load capacity limited by weight and distribution. Preproduction models with available features shown throughout. Actual production model and feature availability may vary.



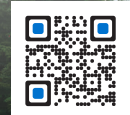
On Display

The redesigned interior features an all-new, best-in-segment 17.7-inch diagonal central infotainment touchscreen,⁵ along with an 11-inch Driver Information Center. Drivers also can track important vehicle information while keeping their eyes on the road with an available, class-leading 15-inch diagonal Head-Up Display.⁵

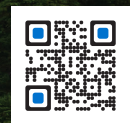
Other interior features include:

- Standard HD Surround Vision⁶
- Available heated steering wheel
- Redesigned center console
- Soft-touch materials

In addition, a new available Trailer Tire Health feature monitors trailer tire life, while the available Trailer Navigation⁷ feature helps calculate routes based on trailer size using built-in Google Maps⁸ to help you find your next adventure.



Scan here to read more about the 2025 Chevrolet Suburban.



Scan here to read more about the 2025 Chevrolet Tahoe.

2025 Chevrolet Suburban



Keeping Up Appearances

All trims received bold exterior updates, including new grilles and fascias on all trim levels, available walk-up and walkaway lighting animations that activate when locking or unlocking the doors, and new wheels, including available 24-inch wheels, a first for Tahoe and Suburban.

Other exterior enhancements include:

- A more integrated appearance of the daytime running lights (DRLs), with a thinner yet more prominent look thanks to an angled prism within the lighting signature that creates bold illumination in a sleek housing
- Dual C-shaped light designs that maintain the family appearance seen in other Chevrolet vehicles ■



2025 Chevrolet Tahoe

power UP

With three engine options, the new Tahoe and Suburban offer capability to go to a variety of destinations, helping to ensure a robust and reliable driving experience.

Duramax® Turbo-Diesel

The second-generation 3.0-liter Duramax Turbo-Diesel engine is now available on LT and above trim levels for 2025, including the Z71. This powertrain delivers 305 horsepower and 495 lb.-ft. of peak torque, a notable increase over the previous model.

Fast Fact – Horsepower is up about 10% (from 277 in 2024), and torque increased by about 7% (from 460 lb.-ft.), giving customers more power to accelerate and pull heavy loads.

5.3L EcoTec3 V8

The 5.3L EcoTec3 V8 engine with Dynamic Fuel Management is standard on all models except High Country. It delivers 355 horsepower and 383 lb.-ft. of torque, giving drivers the power to do what they love.

6.2L EcoTec3 V8

Standard on High Country and available on RST, Z71 and Premier, the 6.2L EcoTec3 V8 with Dynamic Fuel Management delivers 420 horsepower and 460 lb.-ft. of torque to haul everything from a family to a trailer.

5. Based on latest available competitive information. 6. Safety or driver assistance features are no substitute for the driver's responsibility to operate the vehicle in a safe manner. Read the vehicle Owner's Manual for important feature limitations and information. 7. Late availability. 8. Google built-in services are subject to limitations and availability may vary by vehicle.

infotainment system and location. Select service plan required. Certain Google actions and functionality may require account linking. User terms and privacy statements apply. Google, Google Play and Google Maps are trademarks of Google LLC.



Be aware
of the age
and condition
of high-voltage
gloves



Did you know that high-voltage gloves – a crucial safety measure when working with the battery assembly, wires and components on electric vehicles – can expire? It's essential to always be aware of the expiration date and whether the system is energized.

The new leather and rubber insulating gloves, available at gmglobaltools.com, are marked with the date of manufacture or last electrical test and may be opened for first-time use within 12 months of that date.

Once opened, certification testing on the gloves is conducted after six months. Inspection must be done before each use: Check the insulating gloves by trapping air in them and sealing the opening. While pressing the glove to increase pressure, check for pinholes, air leaks, wear or abrasions, as well as swelling that could indicate exposure to chemicals. If glove damage is observed, do not use them.

If the first-use date is unknown, the gloves must be retested six months after the stamped electrical test date. Always record the date of the first time the gloves were opened or used.



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For example, if the manufacturing or testing date is April 2024, the gloves have a 1-year shelf life – unopened and unused – until April 30, 2025. Once the gloves are opened, they will have six months of use. The gloves can be opened on the last day of April 2025 and still have six months of use. If the gloves are opened any time after the last day in April 2025, they should be considered expired.

Gloves should not be used if their age range has expired, as doing so could lead to serious safety risks. Instead, they should be tested and recertified or replaced. Visit nail4pet.org to find an accredited recertification laboratory.

Before each use, it's essential that the rubber-insulating gloves are removed from their leather protector gloves and visually and functionally inspected. This is a key part of maintaining safety standards. ■



Once the
gloves are
opened, they
will have

6 months
of use.



Highly Charged

Electric vehicles, with their various high-voltage components, require insulating gloves during repairs that have been inspected and are up to date.



The new leather and rubber insulating gloves are available at gmglobaltools.com.

Refer to the High-Voltage Insulation Glove Inspection Procedure in the appropriate Service Information bulletin.

Level Set

Gauging oil consumption on high GVW vehicles means addressing a variety of areas



When customers raise concerns about their vehicle's oil consumption, it's crucial to understand that many factors can contribute to this issue. Each case must be thoroughly evaluated, considering the owner's unique driving habits and maintenance practices.

This is especially true with vehicles that have a Gross Vehicle Weight (GVW) of 8,600 pounds or higher, as oil usage has a direct relationship with the amount of fuel used. The harder an engine works, the more fuel and oil it will use. Therefore, oil usage as a factor of fuel usage is a better indicator of acceptable oil consumption levels than vehicle mileage for many vehicles.

The accepted oil consumption rate for gasoline engines in vehicles at or above 8,600 GVW is 0.946 liter (1 quart) within 379 liters (100 gallons) of fuel used. This rate only applies to vehicles maintained in accordance with the appropriate maintenance schedule, driven at legal speeds and within the vehicle's design intent.



There are many factors that may impact oil-consumption readings in these vehicles; they were recently addressed in **SI Bulletin #03-06-01-023H**. Consider these when diagnosing a vehicle and discussing the subject with owners:

Gasket and External Leaks – Inspect the oil pans, engine covers and the engine oil cooler for leakage. Also, check for oil leakage into the engine coolant.

Improper Reading of the Oil Level Indicator – The vehicle must be parked on a level surface to obtain an accurate oil-level reading. Verify that the dipstick tube is fully seated in the block. When checking the oil level, ensure the dipstick is wiped clean before taking a reading, and fully depress the dipstick until the shoulder bottoms out on the dipstick tube.

Not Waiting Long Enough After Running Engine to Check Oil Level – After the engine has been shut off, it's essential to wait at least 15 minutes before taking an oil-level reading. This patience ensures that the oil has had enough time to drain back into the crankcase, leading to more accurate results.

Improper Oil Fill After an Oil Change – After an oil change, you must verify that the correct amount and type of oil have been added to the engine. Refer to the Owner's Manual or Service Manual for recommended oil quantity, viscosity and quality information. Also, run an oil-consumption test after a change.

High-Speed or High-RPM Driving – Aggressive driving and/or continuous driving at high speeds/high RPM will increase oil consumption. Because this may not always be an everyday occurrence, it is difficult to determine exactly how much the oil economy will be affected.

Towing or Heavy Usage – Towing a trailer or hauling additional weight will increase oil consumption. Large frontal-area trailers will further increase the work required from the engine, especially at highway speeds, thus increasing the oil-consumption rate.

PTO Operation – Operating a vehicle with Power Take-Off (PTO) equipment will increase fuel and oil usage, as the PTO-

driven accessory uses engine power to operate.

Crankcase Ventilation System – Blockages, restrictions or damage to the PCV system can increase oil use.

Oil Dilution from Condensation – For vehicles usually driven short distances (less than 5 miles), especially in chillier weather, condensation generated from cold-engine operation may not get hot enough to evaporate out of the oil. When this occurs, the dipstick may indicate the oil level is overfull. Subsequent driving that enables normal engine operating temperatures to vaporize excess moisture may give the customer the impression of excessive oil consumption.

Engine Temperature – If an engine is run at overheated temperatures (see Owner's Manual or Service Manual) for more than brief periods, the oil will oxidize faster than normal.

Engine Wear – Piston scuffing; excessive piston-to-wall clearance; tapered or out-of-round cylinders; or worn, damaged or improperly installed valve guides, seals and piston rings will all increase oil consumption.

Measure of Oil Consumption – Please refer to Bulletins #03-06-01-023H: Higher Than Expected Oil Consumption at 8600 GVW and Above and #01-06-01-011Q: Information on Engine Oil Consumption Guidelines for information on how to calculate oil consumption. ■



Battling the Buildup

Soot accumulation in select trucks can be caused by non-GM air filters

The Issue

Customers of 2017–2025 Chevrolet Silverado/GMC Sierra 2500 and 3500 HD trucks with a 6.6L Duramax Diesel engine have noted that their Malfunction Indicator Lamp has been illuminated, but is accompanied by a message to continue driving.

During diagnosis, a technician may find possible DTCs P2459 and P2463 and associated NOX1 sensor DTCs P22FB, P2297 and P2A00 may be set or may have been set in the vehicle's history.

The Cause

The scan tool may show elevated soot accumulation in the 6.6L diesel engine, even as MAF (Mass Airflow) and ISLI (Induction System Leak Indication) readings look normal. An aftermarket or non-GM air filter that's been installed may cause the condition, as the difference in airflow characteristics may affect fuel metering. These issues significantly impact the vehicle's performance and require your immediate attention.

The Correction

Replace the non-GM air filter with an OEM filter and perform a Small Quantity Data reset in the ECM. A wet or excessively dirty air filter will generally lead to excessive soot production. Clear any DTCs and road-test the vehicle to evaluate whether soot accumulation has been reduced.

If the vehicle is still building excessive soot, refer to SI diagnostics. ■



For more information, refer to SI Bulletin #24-NA-197.

my GM
partnerperks

Using Your Points

The my GM Partner Perks program is a loyalty program built for your benefit – the more GM parts you purchase, the more rewards and perks you'll receive effortlessly. Through the program, you'll earn points on all GM Genuine Parts and ACDelco, Chevrolet Performance, and Chevrolet, Buick, GMC and Cadillac Accessories purchases that you can spend on rewards for your customers, employees or yourself.

The points you earn as a program member are deposited into your personal rewards wallet, available on your mygmpartnerperks.com dashboard, where you can choose one of the options listed here.

You Have Rewards

Your wallet on mygmpartnerperks.com shows your balance and the shopping-cart icon links to the rewards catalog that opens up a world of redemption options:

- Choose from more than 5,000 unique items in the online Rewards Catalog, with new items added every two weeks.
- Book a vacation through Rewards Personal Travel at more than 200,000 hotel properties in more than 25,000 destinations worldwide. Travel can also be booked for 200 major airlines, rental cars, local activities, excursions and live-event experiences.

New GM Vehicle Purchase

You can transfer your my GM Partner Perks points toward the purchase of a new GM vehicle. Once a vehicle has been purchased, a check is sent for the requested amount of points.

Business Expense Reimbursement

Transfer your points to cover certain business expenses, including:

- Signage for your shop
- Specific training for your team
- New uniforms for your employees
- Repairs that you may need at your shop
- Office supplies and other items ■



To learn more about my GM Partner Perks, scan this QR code.