

REPAIR

IN SIGHTS

SUMMER 2025

*Collision Repair News
From Your Parts Supplier*

A Family
Affair

Keep Your Cool
This Summer

Go With
the Flow



Elevate Every Moment

The All-New 2025 Buick Enclave

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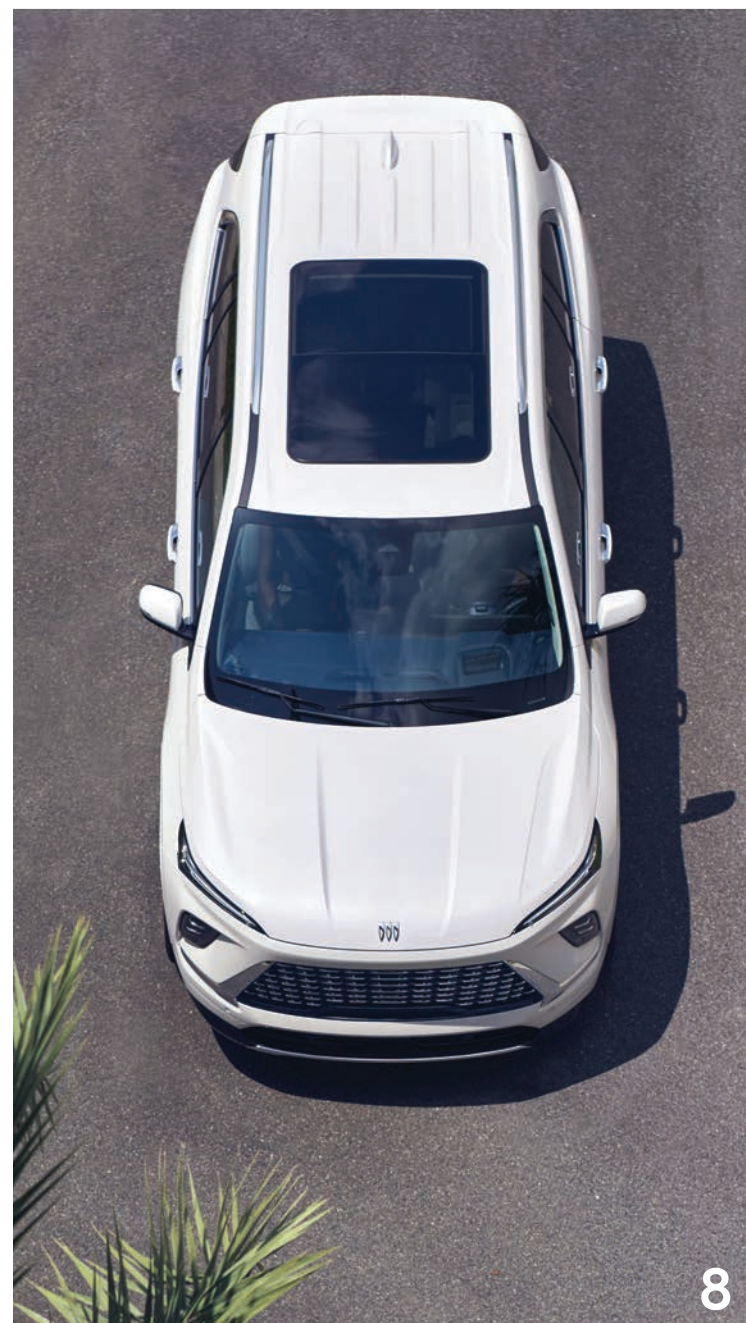
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EDITOR

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

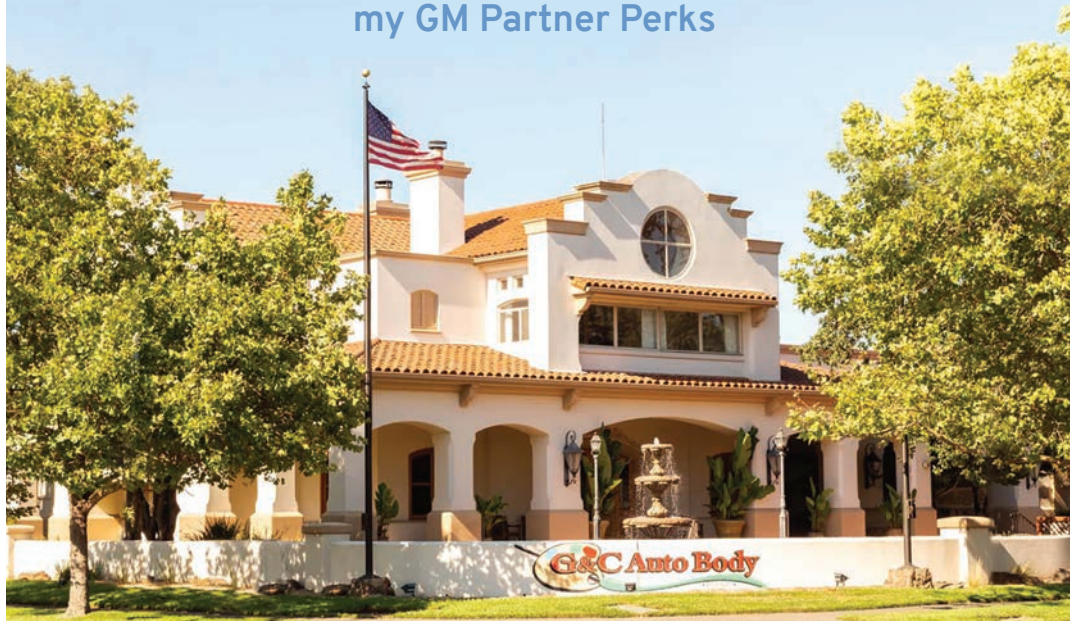
editor@ccainsights.com

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GROWTH CHART

Facility builds business with help from
my GM Partner Perks



The Crozat name has been synonymous with quality auto body work in Northern California for more than 50 years, as founder Gene Crozat opened the first G&C Auto Body in 1972. Now his family is slated to open their 55th location by the end of 2025.

Shawn Crozat, Gene's son and current CEO of G&C Auto Body, said they are working toward adding eight more locations by the end of the year. They are converting industrial buildings into viable shops and acquiring other shops, rehabbing those locations with the company's own construction company and training those employees in the processes that have made G&C such a success.

These processes ensure each location has a strong leadership team and all

employees have the best equipment to complete the job correctly, efficiently and on time. For instance, they prioritize continuous training and development for their employees and they invest in state-of-the-art equipment. One way Shawn and his company are doing that is by being a member of the my GM Partner Perks program, where G&C earns reward points from their GM Genuine Parts and ACDelco parts purchases within the program and use those reward points for one specific item.

"The rewards program is great," says Shawn. "There are many different options for redeeming our rewards, but we have found that we can use them to reinvest in our shops by getting new tablets and iPads for the team. Painters and some of our

technicians manage their process directly using the tablets and iPads."

But he also reiterated that they are focused on where they use their rewards points.

"We use the purchasing power of our existing stores to garner points, which then supply new stores with the tech needed to run efficiently and to help shoulder the cost of replacements should something break or become unusable in any of our locations. This way, no shop takes an expense hit for items needed to do the work well."

“There are many different options for redeeming our rewards, but we have found that **we can use them to reinvest in our shops.**”

— Shawn Crozat
CEO of G&C Auto Body

Asked what other benefits he enjoys with the my GM Partner Perks Program, Crozat says, "The analytics [on the program's dashboard] are also nice. We can see our GM purchases, and our monthly averages, on the program's website dashboard comparing this year to last year."

Crozat knows that keeping his employees engaged and fostering teamwork will lead to continued success for his 657 employees and the company.

"That's a lot of families – 657 families – where we all depend on each other as a team," he says. "We've got to pull hard for each other because, you know, all of our livelihoods are tied together."



Josh Crozat, Shawn Crozat and Patrick Crozat
of G&C Auto Body

Giving Back

The Crozat Family Foundation is a testament to the community spirit that has always been at the heart of G&C Auto Body. Inspired by founder Gene Crozat's belief that, "It is our responsibility to help our fellow men," the foundation has taken its monthly Car-A-Month Giveaway to new heights, giving away 27 vehicles to deserving recipients in 2024.

The Crozat Foundation works with local groups to ensure that the vehicles go to deserving recipients who will care for and insure the vehicle because they want to help the recipients get back on the road of life, providing a reliable ride as well as additional support to those who have fallen upon misfortune or endured catastrophic, unforeseen events.

Scan the QR code below to learn more about the foundation or visit crozatfamilyfoundation.com.



A BRIGHT Alternative

GM Remanufactured Headlamps offer benefits

It's a win, win, win ... for owners, body shops and the environment. GM Genuine Parts Remanufactured Headlamps offer a quality product at a more cost-effective price.

Headlamps are one of the most damaged components in a collision. In 2021, GM launched the remanufactured headlamp program to provide customers with a quality alternative to aftermarket parts favored by insurance companies.

Remanufacturing efforts of these kind conserve precious raw materials such as steel, aluminum and copper. They can help reduce the amount of usable parts that end up in landfills.

The remanufacturing process involves disassembly of existing units and replacing worn components and damaged parts with new components. All GM Remanufactured Headlamps include a new lens and housing, and achieve OE performance and appearance standards for brightness, illumination and factory mounting.

Did You Know?

Every GM Remanufactured Headlamp is **designed and tested to perform and function exactly** as the GM OE factory headlamps.

Every GM Remanufactured Headlamp is designed and tested to perform and function exactly as the GM OE factory headlamps. Many non-GM refurbished headlamps may not meet GM factory specifications.



GM Remanufactured Headlamps are currently available for select 2016-2019 and 2022-2025 Chevrolet Silverado, 2018-2020 Chevrolet Equinox, 2018-2021 Chevrolet Traverse, and 2019-2022 GMC Sierra models.

They are backed by an extensive 24-month/unlimited-mile limited warranty.*



Heads-Up

Shop personnel should learn about GM Remanufactured Headlamps, available on select GM models (below).



Look for expanded offerings for replacement remanufactured headlamps and taillights in the future for additional Chevrolet, Buick, GMC and Cadillac vehicles.



Scan the QR code for more information about General Motors' full line of replacement and remanufactured headlamps.

*Effective on parts purchased April 1, 2018, and later to the original retail purchaser. Contact seller for limited warranty part details, qualifications and possible labor coverage.

Breathe Easy

OE Catalytic Converters and Diesel Particulate Filters offer the best fit for your customers

Designed to reduce vehicle emissions while enhancing engine performance, GM Genuine Parts Catalytic Converters and Diesel Particulate Filters (DPFs) are the true, original equipment (OE). These parts are designed, validated and installed in new GM vehicles and sold to GM dealers and repair industry professionals to fix a vehicle right the first time and to ensure local and regional emission control standards are met.

As a key part of the exhaust system, the catalytic converter reduces hydrocarbons

(HCs), carbon monoxide (CO) and oxides of nitrogen (NOx) pollutants from the exhaust gas.

On diesel models, the DPF captures diesel exhaust gas particulates and prevents their release into the atmosphere by forcing the exhaust through a filter substrate consisting of thousands of porous cells. The DPF is capable of removing more than 90% of particulate matter in exhaust gases.

When installed, these parts give drivers confidence for multiple reasons:

- Parts are validated and tested specifically for GM vehicle applications.

- OE catalytic converter and DPF parts are direct-fit assemblies, requiring no modifications for quick installation, while providing seamless interaction with on-board engine control modules for ease of programming and diagnostic checks.
- Innovative materials and features utilize high-heat-resistant precious materials and patented features for long-term performance.

GM Genuine Parts Warranty

Keep these warranties* in mind when helping your customers select parts for their exhaust system needs.

5-year/50,000-mile limited warranty on Catalytic Converters and Catalytic Converter/DPF assemblies

24-month/unlimited-mile limited warranty on standalone GM OE Diesel Particulate Filters



A Clean Restart

Over time, the particulate matter trapped by the Diesel Particulate Filter (DPF – shown above) reduces its effectiveness. Once the particulate matter buildup reaches a specified limit, a DPF regeneration takes place, burning off the collected particulate matter during normal vehicle operation. In general, the vehicle will need to be operated continuously at speeds above 30 mph for approximately 20–30 minutes for a full and effective regeneration to be completed.

If the vehicle is not operated under the conditions necessary to initiate a normal regeneration cycle and the DPF is not cleaned as required, a Service Regeneration may be needed. A Service Regeneration can be commanded using a scan tool. The Engine Control Module (ECM) takes control of engine operation until the Service Regeneration is completed or cancelled, commanding additional fuel via post-injection in order to create the additional exhaust heat necessary to promote regeneration.

Exhaust temperatures at the tailpipe may exceed 300°C (572°F) during a Service Regeneration. As a result, a Service Regeneration must be performed outdoors. Most exhaust-removal hoses cannot withstand the high exhaust temperatures generated during regeneration.

2022 GMC Sierra 3500 HD

*Effective on parts purchased April 1, 2018, and later to the original retail purchaser. Contact seller for limited warranty part details, qualifications and possible labor coverage.

Modern art

The all-new **2025 Buick Enclave** strikes a confident pose on any street

The 2025 Enclave, Buick's flagship model, perfectly blends luxury, performance and advanced technology. This newest iteration of the Enclave has been redesigned to offer a more refined driving experience, making it a compelling choice for those seeking comfort and style.

Elegant Design

The Enclave features a bold and modern design that commands attention on the road. Its sculpted contours and sleek lines give it an elegant profile, while the low, wide grille and signature LED daytime running lamps add a touch of sophistication. The Enclave is available in three trim levels: Preferred, Sport Touring and Avenir, each offering unique styling elements and various options to suit different tastes.

The Avenir trim stands out with its eye-catching 22-inch alloy wheels and Pearl Nickel finish. The Sport Touring model features a High-Gloss Black grille surround, bold accents and expressive touches, enhancing its sporty appeal.

Interior Craftsmanship

Inside the Enclave, owners will experience a spacious, luxurious cabin that conveys comfort. Premium materials and superior craftsmanship are evident throughout, from the three-row seating configuration that provides ample room for up to seven passengers to the generous legroom and headroom in the second and third rows. The Avenir trim takes luxury to the next level with quilted and perforated leather-appointed front seats and embroidered head restraints, providing a relaxing journey.

One of the standout features of the Enclave's interior is the "floating center console," which not only adds to the vehicle's modern aesthetic, but also provides additional storage space. The available panoramic sunroof fills the cabin with natural light, creating an open, airy atmosphere.

Additionally, the Enclave offers selectable color options for interior ambient lighting, allowing drivers to set the mood according to their preferences.

Technology and Connectivity

The Enclave is a tech-savvy SUV with advanced technology features to enhance the driving experience. The centerpiece of the Enclave's tech suite is the sweeping ultrawide 30-inch diagonal display, the largest in its class.¹ This display provides seamless access to available Google built-in,² Google Maps, Google Assistant,

Continued on next page >



The Enclave features a three-row seating configuration (top) as well as an ultrawide 30-inch diagonal display.





Continued >

Google Play and more. Its innovative and personalized interface ensures drivers have the information they need at their fingertips, keeping them connected and in control on the road.

Another advanced feature is the available Super Cruise^{®3} driver-assistance technology, allowing hands-free driving on compatible roads. In fact, the Enclave is the first Buick to offer Super Cruise.

Performance on the Road

Under the hood, the Enclave is powered by a new turbocharged 2.5-liter four-cylinder engine, replacing the previous V6. This efficient yet powerful engine delivers an impressive 328 horsepower and 326

lb-ft of torque, offering outstanding performance in both city and highway driving.

The Enclave's smooth ride is further enhanced by its refined suspension system, which absorbs road imperfections and provides a comfortable driving experience. Whether navigating city streets or embarking on a road trip, the Enclave helps ensure a quiet and composed ride.

Comprehensive Safety Systems

Buick prioritizes safety, and the Enclave is designed with a comprehensive suite of safety and driver-assistance features.⁴ These include advanced driver-assistance systems such as Intersection Automatic Emergency Braking, Lane Keep Assist with Lane Departure Warning and Traffic Sign Recognition.

The Buick Enclave is a well-rounded mid-size SUV that offers a blend of luxury, performance and advanced technology. Its elegant design, spacious interior and forward-looking features make it a top choice for those seeking a premium driving experience.



Available features shown.

Miles Ahead

The 2025 Enclave is the first Buick to offer available Super Cruise^{®3}, the industry's first true hands-free driver-assistance technology, on all of its trim levels. Today, Super Cruise allows hands-free driving on approximately 585,000 miles of compatible roads across the U.S. and Canada.

On compatible roads, Super Cruise takes care of the steering, acceleration and braking. Whether it's a daily commute or a road trip, this technology is designed to take some of the stress out of driving.



1. Based on latest competitive data available. 2. 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, Android[™], Google Play, Google Maps and other marks are trademarks of Google LLC. 3. Always pay attention while driving and when using Super Cruise. Do not use a hand-held device. Requires active Super Cruise

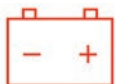
plan or trial. Terms apply. Visit <https://www.buick.com/explore/technology/super-cruise> for compatible roads and full details. 4. Safety or driver-assistance features are no substitute for the driver's responsibility to operate the vehicle in a safe manner. The driver should remain attentive to traffic, surroundings and road conditions at all times. Visibility, weather and road conditions may affect feature performance. Read the vehicle Owner's Manual for more important feature limitations and information.

ON STANDBY

Transport Mode Extends 12V Battery Life

Transport Mode, which puts a vehicle's control modules in a low power mode, reduces the electrical parasitic load on the 12V battery on many GM internal combustion engine vehicles and electric vehicles (EVs). Available on 2020-2025 Chevrolet, Buick, GMC and Cadillac models, Transport Mode can increase 12V battery stand time while the vehicle is in storage.

When Transport Mode is enabled, there will be a flashing red battery warning light on the instrument cluster and, if equipped, a message will be displayed on the Driver Information Center.



Some of the modules that have reduced power while in Transport Mode are the Body Control Module (BCM), Radio, Front Camera Module, Running Boards, OnStar, HVAC and others. As a result, some of the vehicle features disabled in Transport Mode include climate controls and radio operation when the ignition is off; passive and remote keyless entry; perimeter lighting; automatic running-board operation; liftgate or tailgate operation; and active safety features. There also may be a limit on charging above 30% on some EVs.



For additional information on Transport Mode, refer to GM Service Bulletin #23-NA-064.

Enable/Disable

TRANSPORT MODE

Transport Mode can be enabled or disabled using the scan tool – or manually on the vehicle, including through the Vehicle Settings menu on the infotainment screen on some models. Refer to Service Information for the proper Transport Mode procedure, as it varies on different models.

To enable Transport Mode on many models:

- 1 Start the vehicle and apply the brakes.
- 2 Activate the hazard warning flashers.
- 3 Press and hold the ignition mode switch for more than 15 seconds.

Repeat these steps to disable Transport Mode.

A/C Refrigeration Courses Are Ready for the Summer Season

As the summer days grow longer, your customers will soon visit your shop to prepare their vehicles for warmer weather with higher temperatures. ACDelco is offering two courses that focus on the function of the air conditioning refrigeration system and how to test it to ensure peak performance.

The courses cover diagnostic techniques using performance tests, pressure gauges, leak detection tools and diagnostic scan tools. The proper use of Recovery/Recycle/Recharge (R/R/R) machines and the unique service procedures required when performing air conditioning system repairs also are discussed. By mastering these skills, you'll be well-prepared to serve your customers and ensure their vehicles are ready for the summer heat.

Refrigeration Systems Operation and Testing Instructor-Led Training Course No. SAC0701IL

This full-day Instructor-Led Training (ILT) course teaches technicians how to operate, diagnose, service and repair R-134a and R-1234yf air conditioning systems. It covers heat energy transfer, A/C system operation, components, control devices, service tools and common failures. The goal is to maximize efficiency in diagnosing and servicing refrigeration systems. Hands-on exercises focus on correctly using service tools and equipment during common diagnostic and repair scenarios.

Note: Instructor-Led Training (ILT) courses are available in full-day (8-hour) sessions and are facilitated by an ACDelco instructor. Training is presented using vehicles, hands-on exercises and diagnostic situations. Registration for this course can be accessed through the ACDelco Learning Management System.

Refrigeration Systems Operation and Testing Seminar Course No. SAC0201SM

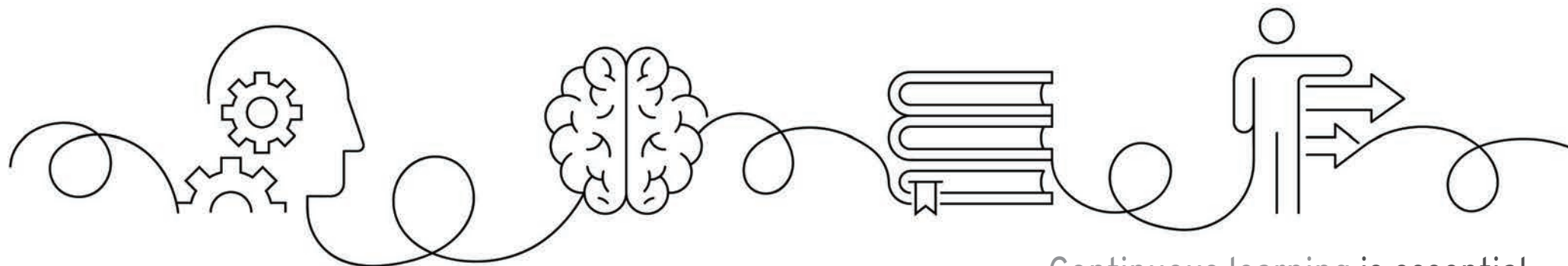
This instructor-led training Seminar teaches technicians about refrigeration system design, operation and servicing. It focuses on diagnosing and servicing R-134a and R-1234yf air conditioning systems. Topics include heat transfer, the refrigeration cycle, A/C components and control devices, and common system failures. The seminar also covers using service tools and equipment safely for efficient repairs.

Note: ACDelco Training Seminars are 3-hour interactive and fast-paced sessions presented by an ACDelco professional in the shop, distributor facility or online. Seminars are designed to keep technicians abreast of rapidly changing vehicle technology, product information and diagnostic tips on ACDelco's top products.



Learn More

To read about these and other available courses, scan the QR code to access the ACDelco Training Course Catalog.



Continuous learning is essential.

MASTER class

ACDelco trainer's real-world experience earns respect

When ACDelco Trainer Rusty Sampsel begins a new session, he often pulls up a photo of himself as a toddler, holding a wrench next to his father's 1955 Chevy.

Sampsel, a Mississippi-based trainer who will mark his third year in the role this September, has been around cars his whole life and has spent his entire career working in the auto industry, which gives him a certain "street cred" when he embarks on a new training session.



Repair Man

ACDelco Trainer Rusty Sampsel today and (at right) as a toddler with wrench in hand.



"I've got a lot of real-life experience," he says. "When you're going into a shop or you're standing in front of a bunch of people who do this every day for a living, you can't fool them. If you really don't have the experience and background to do what they do, they recognize that right away. I do have that credibility."

Sampsel began his career working as a technician in independent shops and a Chevrolet dealership, earning an ASE Master Technician certification in the early 90s. He was a Master Consultant for the GM Technical Assistance Center (TAC), a liaison between the TAC call center and GM Powertrain Engineering, and an employee for both GM Performance Parts and the Milford (Mich.) Proving Ground. Most recently, he's worked as a parts rep and a fleet

parts manager, as well as a rep for an aftermarket parts company. And he's lived

all over the country while continuing to race that '55 Chevy from the photo.

Essential Knowledge

Today, Sampsel is part of an ACDelco Training team of approximately 10 instructors who provide aftermarket service professionals with the skills they need to safely diagnose and repair customer vehicles.

He says continuous learning is essential for independent shops and dealerships, particularly because of the ever-evolving automotive technology.

"You can't ever stop – these vehicles are getting more and more complicated; their systems are getting more complicated," he says. "There's self-driving and hybrid vehicles. The stuff they did 10–15 years ago doesn't apply anymore. It's a new world."

Sampsel highly recommends that shops invest in educating their staffs on electrical systems and computer communication, both of which are common challenges in the service bay.

"There isn't anything on these vehicles anymore that doesn't have wires hooked to it," he notes. "Almost everything they work on, including tires with tire pressure sensors, is electrical."

Making Connections

It's important for technicians to understand all the communication going on between their shop's scan tools and the vehicle's modules. Almost every shop would see benefits from this type of training right away, he says.

"People still want to fix cars off the top of their head, but having access to and reading Service Information on vehicles they're working on is mandatory," Sampsel says. "Everything is so radically different from model to model and year to year that there's no way to memorize that."

Each type of training has its advantages, he says, so it's nice to mix things up according to the situation. Shop employees have become accustomed to virtual learning over the past five years and it's a great way to reach large groups of people, but face-to-face training allows for making connections, building learner confidence and providing hands-on learning.

He said he's received a lot of positive feedback about the ACDelco Training program and its value in everyday efficiencies. The best compliment he can receive is that something techs learned in training was used later to fix a vehicle. "That's always good to hear," he says.

! For more information on learning opportunities, visit acdelcotraining.com.

Remanufactured Components

Are a

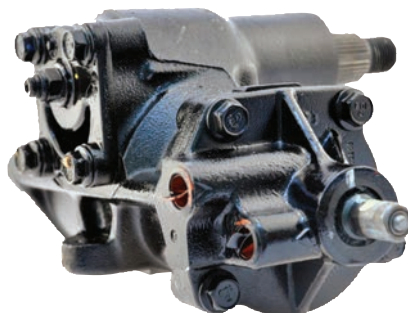
 **Quality Choice**



Customers often demand top-tier performance while also seeking cost-effective repair options. GM Genuine Parts remanufactured components offer an economical, high-quality and sustainable alternative to new components.

Remanufactured Steering Gears

GM Genuine Parts remanufactured steering gear kits help customers benefit from significant cost savings without compromising quality. Each unit undergoes a rigorous process that includes disassembly, inspection, replacement of critical components, precision machining, and thorough testing to ensure optimal functionality and durability. As a result, GM Genuine Parts remanufactured steering gears meet OEM standards, delivering performance, reliability and value.



and requires less energy than manufacturing new components, helping to minimize our environmental footprint.

Fast Facts

GM Genuine Parts remanufactured steering gears:

- ✓ Meet OEM standards
- ✓ Are cost-effective
- ✓ Are environmentally responsible
- ✓ Are backed by GM Genuine Parts' limited warranty coverage

All remanufactured steering gears are backed by GM Genuine Parts' limited warranty coverage,* giving customers confidence and peace of mind.

High-quality steering gears are offered in a wide range of applications, from full-size trucks and SUVs, including the Silverado, Sierra, Yukon,

Choosing remanufactured parts is not only cost-effective, but also environmentally responsible. The remanufacturing process reduces waste, conserves raw materials

Tahoe and Escalade, to a variety of popular car applications such as CTS, Malibu and Impala. For a complete list of supported vehicles, refer to your parts catalog.

Remanufactured Torque Tubes

For 2014–2019 C7 Corvettes, GM Genuine Parts now offers remanufactured torque tubes — a solution that delivers OEM quality at a lower cost, providing customers more choices without compromising quality.

Each remanufactured torque tube undergoes a rigorous process, including disassembly, precision machining and replacement of worn components, ensuring it meets OEM standards. This process guarantees that the remanufactured torque tubes deliver the same quality as new parts.

For example, the rubber bushings inside the torque tube can wear out over time,

leading to drivetrain play, clunking noises and reduced power transfer. The use of new polyurethane or OE-grade rubber bushings in remanufactured torque tubes helps restore drivetrain stability, reduce vibrations and improve power delivery, ensuring a smooth and responsive driving experience.

Choosing remanufactured torque tubes is an ideal solution for owners looking for high-quality, cost-effective alternatives that maintain OE performance without breaking the bank.



GM Genuine Parts remanufactured components offer an **economical, high-quality and sustainable** alternative to new components.



2019 Corvette Stingray
(shown with available features and accessories)

*Effective on parts purchased April 1, 2018, and later to the original retail purchaser. Contact seller for limited warranty part details, qualifications and possible labor coverage.