GENUINE PARTS | ACDelco | CHEVROLET PERFORMANCE

# REPAIR INSIGHTS

FALL 2026

*Collision Repair News From Your Parts Supplier*


Hit the Brakes

Under Review

CCC Promote




# CONTENTS • Fall 2026


2
**ACDELCO**
Brake relaunch has tiered approach

4
**GM GENUINE PARTS/ ACDELCO**
GM parts are put to the test

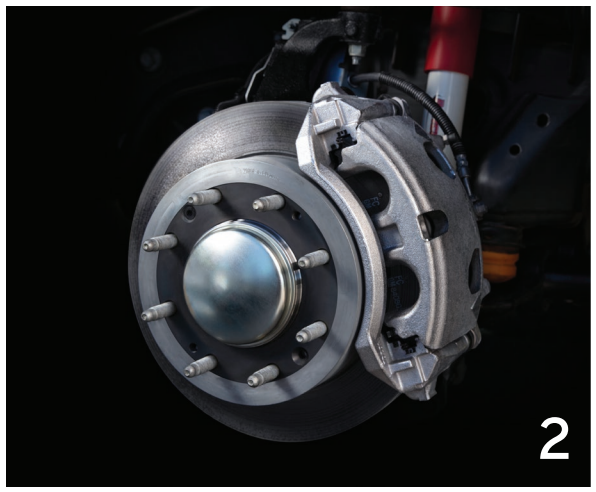
6
**GM GENUINE PARTS**
Transmission components drive overall performance

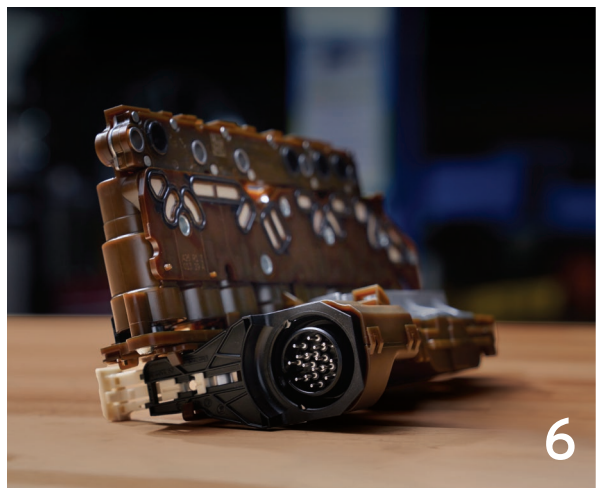
8
**PRODUCT SPOTLIGHT**
2027 Chevrolet Silverado brings a lot to the table

12
**GM GENUINE PARTS/ ACDELCO**
Facility upgrade improves efficiency, product flow

14
**ACDELCO**
New dexos® oil designed to enhance engine protection

16
**SYSTEMS**
CCC Promote provides shops with competitive pricing options








REPAIR IN SIGHTS


**GM ADVISOR**
John Juarez

**GM ADVISORY BOARD**
Jodi Bailey, Rafael Cortes, Chris Crosby, Kyle Edwards, Matthew Ericksen, Jessica Field, Shelly Francisco, Lea George, Matt Gibbard, Bob Gollehur, Jim Haist II, Marc Hammond, Logan Hill, Tiffany Jeffries, Kim LaClear, Leopoldo Spindola, Mike Stachelski, Bob Stewart, Maria Thomas

**EDITOR**
Bill Davis

**WRITERS**
Amy Lenard, Jim Pesta, Mark Spencer

**ART DIRECTOR**
Mindi Schappach

**MAGAZINE DESIGNER**
Joe Senneker

**OPERATIONS**
Rebecka Bale

**CONTACT US AT**
editor@ccainsights.com



*Repair Insights* magazine is published quarterly by General Motors. Address all correspondence to *Insights* Magazine Editorial Offices, 3155 West Big Beaver Rd., Suite 300, Troy, MI 48084. © 2026 General Motors. All rights reserved. GM, the GM logo, GM Genuine Parts, ACDelco, Chevrolet, GMC, Buick, Cadillac and the slogans, emblems, vehicle model names, vehicle body designs and other marks appearing in this publication are the trademarks and/or service marks of General Motors, its subsidiaries, affiliates or licensors. All information in the publication is based on the latest information at the time of publication approval. The right is reserved to make changes at any time in prices, rebates or offers. *Repair Insights* magazine, General Motors, participating dealers and the publisher of this magazine are not responsible for prices or information printed in error.

PLEASE RECYCLE THIS MAGAZINE




## Streamlined ACDelco brake components make it easier to provide the right solution

Brakes have always been a key part of vehicle maintenance, but choosing the right brake parts can be challenging for the customer. The relaunch of the ACDelco brake portfolio is a clear step toward making things clearer. The updated lineup is based on internal reviews and current market needs, offering fewer variations, better pricing and a simpler purchase process.

This change aims to fix years of complexity. In the past, the brake lineup often had overlapping products and duplicate options. Sometimes, for example, customers saw five or more rotor choices for one job, which led to confusion for both service staff and customers. This made it hard for technicians and advisors to recommend the right part, affecting sales and trust.

The new brake portfolio has been reduced from about 20,000 Stock Keeping Units (SKUs) to roughly 3,500–4,000, while still meeting more than 90% of our market demand. It follows a straightforward **Good-Better-Best** strategy: ACDelco Silver serves as the Good option, ACDelco Gold as Better and GM Genuine Parts OE as Best. The tiered structure simplifies part selection and helps customers balance performance, durability and value.



### Detail-Oriented

A closer look shows how these products distinguish themselves. For example, ACDelco Silver rotors feature durable, uncoated construction that delivers dependable value. ACDelco Gold rotors include a GEOMET® anti-corrosion coating for added protection, while GM Genuine Parts rotors offer premium Ferritic Nitrocarburizing (FNC) technology for enhanced durability and corrosion resistance.

ACDelco Gold brake pads boast platform-specific friction formulations that are benchmarked to GM OE requirements to help ensure consistent stopping power and dependable performance. The formulations meet Federal Motor Vehicle Safety Standards (FMVSS) requirements, NSF copper compliance and Automotive Manufacturers Equipment Compliance Agency (AMECA) certification standards.

ACDelco Silver brake pads provide dependable stopping performance, quiet operation and excellent value across a broad range of vehicle applications. Enhanced Noise, Vibration and Harshness (NVH) performance is validated through SAE J2521 testing, while OE-quality backing plates with a black anti-rust powder coating help improve durability and corrosion resistance.



value across the product line. Early feedback from customers has highlighted the benefits of both simplified selection and competitive pricing.

The brake portfolio realignment is part of a broader, long-term strategy. GM Genuine Parts will continue to support GM vehicles with OE solutions, while ACDelco Gold is designed to cover most GM and popular non-GM vehicles during their first 15 years on the road. ACDelco Silver provides reliable, value-focused coverage, including select applications up to 20 years old.

The brake portfolio has been reduced from about 20,000 SKUs to roughly 3,500–4,000, while still meeting more than 90% of our market demand.

### Operational Efficiency

Even with the consolidation of the brake portfolio by approximately 80%, it still covers more than 90% of our market demand. This allows distributors and service providers to stock fewer parts without sacrificing coverage.

The updated portfolio also enhances pricing competitiveness. Improvements in sourcing and procurement have created efficiencies that help deliver stronger

For service professionals, the streamlined lineup makes recommending the right braking solution faster and easier. For customers, it creates a clearer path to quality, performance and value — reinforcing confidence at every stage of the vehicle ownership journey. ■

Scan this QR code to learn more about brake components.

# Follow the *Process*

## GM parts review helps affirm its brands' reputations

Carrying the names GM Genuine Parts and ACDelco brings with it the reputation of high-level, specifically designed items that are rigorously evaluated to precisely fit the needs of a vehicle. But with that reputation comes responsibility and constant reevaluation.

One way to do that is through the nationally recognized Production Part Approval Process, or PPAP. An Original Equipment Manufacturer (OEM) requests of its suppliers to show they can consistently make parts that meet customer design and specification requirements in real production conditions. This level of evaluation ensures the required quality across part lines.

**Ready for Review**

For GM Genuine Parts, a GM SQE (Supplier Quality Engineer) manages PPAP to ensure that a supplier can consistently produce parts that meet all customer requirements. The SQE defines the submission level of the part, reviews the supplier's data and grants final approval before mass production begins. Suppliers must submit a PPAP application before new or modified parts are shipped to GM.

PPAP is a layered process that reviews requirements, requests production samples, and is tailored to each part, according to its properties, function and complexity.

Some examples of PPAP activities and supporting information that GM requests from suppliers include:

- Documentation confirming that design requirements were understood and manufacturing processes were defined and controlled
- Documentation of the process flow, quality control plans, risk assessments, engineering approvals, and dimensional, material or performance test results
- Samples produced under representative production conditions to demonstrate that the manufacturing process can consistently meet quality requirements
- Additional documentation or on-site verification for specialized parts, when requested




**ACDelco Requirements**

For ACDelco parts, the approval uprocess is a little less complex. (See graphic below.) The SQE is still expected to make sure the process flow and control plan accurately represent the manufacturing process and quality controls.

PPAP provides an opportunity for suppliers to improve their processes and product quality, and ultimately solidify business relationships and establish themselves as trusted partners. ■

Scan here to visit gmparts.com and see some of the end results of PPAP.

### PPAP

In simple terms, PPAP is the evidence package that shows:

- The design requirements were understood.
- The process was defined and controlled.
- The part was tested and measured.
- The process can repeatedly make conforming parts at production rate.

### A simplified ACDelco flow is:

**1** *Identify the part as an ACDelco part number in CCA.*

**2** *Suppliers submit documentation and samples that ensures that their parts meets GM requirements*

**3** *The SQE reviews supplier capability and key quality evidence; if needed, they request additional PPAP elements based on the change type or risk.*

**4** *Once the SQE approves it, the part can move into the service/CCA readiness path for sale or shipment.*

GENUINE PARTS

**A Transmission Control Module** (TCM) is often thought of as the "brain" of the operation, receiving signals from various vehicle sensors and then controlling gear shifts and other transmission functions to ensure smooth and efficient performance.

GM Genuine Parts recognizes its importance and makes high-quality but affordably priced options available for customers. Case in point: the REMAN 6LXX Transmission Electro-Hydraulic Control Modules (TEHCMs). These remanufactured units are designed for the 6LXX family of transmissions (6L45, 6L50, 6L80 and 6L90) and provide the exact fit and performance as original equipment.

At the heart of the 6LXX TEHCM is a compact unit that integrates the transmission control module and solenoid valves. This innovative design manages the operation of automatic transmissions, combining electronic and hydraulic components for optimal durability. Housing these critical elements in a single module inside the transmission offers seamless operation and long-lasting reliability for vehicles.

One of the standout features of the REMAN TEHCMs is the inclusion of new seals and laminate discs in every unit. This attention to detail helps maintain the module's integrity and supports consistent performance over time. Additionally, GM offers the latest calibration software for downloading, allowing easy reprogramming, and empowering vehicle owners and technicians to update their transmissions with minimal hassle.

To further instill confidence, GM Genuine Parts provides a 24-month/unlimited-mile limited warranty* on the components. ■

**Scan this QR code** for details on powertrain transmission components and other products.

# Command Central

## Remanufactured transmission control modules offer an appealing option



*Effective on parts purchased January 1, 2021, and later to the original retail purchaser. Contact seller for limited warranty part details, qualifications and possible labor coverage.



# Transition of Power

## New torque converters designed for precision and durability

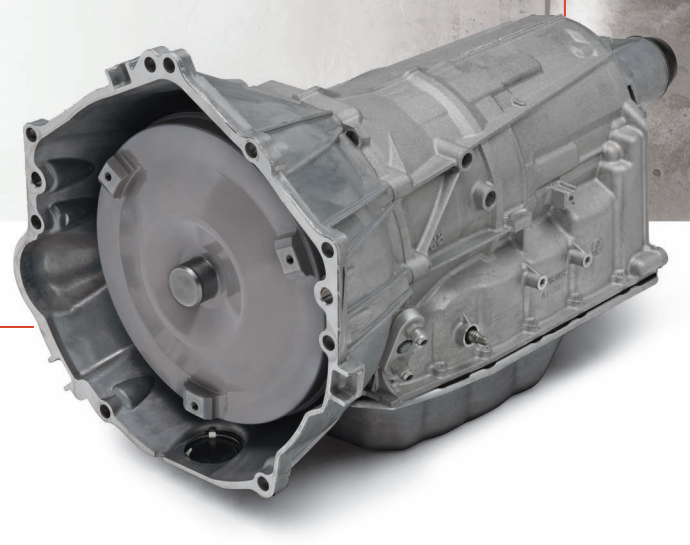
New 6L80 torque converters now available from GM Genuine Parts are designed, engineered and tested to meet Original Equipment Manufacturer (OEM) standards. This is done through the use of state-of-the-art materials, cutting-edge technology and rigorous control standards.

The 6-speed, 300-mm converters are designed for a variety of driving situations, benefiting from both performance and longevity testing.

One feature of the new torque converters is High Thermal Slipping lining, which helps handle high temperatures, provide friction coefficient stability and offer resistance to shuddering. It is available in thicknesses of 1.1 mm and 1.7 mm.

GM Genuine Parts 6L80 torque converters come with a 24-month/unlimited-mile limited warranty.* ■





**Working Together**
New torque converters from GM Genuine Parts help support GM's 6L80 transmissions.

*Effective on parts purchased January 1, 2021, and later to the original retail purchaser. Contact seller for limited warranty part details, qualifications and possible labor coverage.

# SHOW OF STRENGTH

**NEXT-GENERATION 2027 CHEVROLET SILVERADO OFFERS A NUMBER OF TRIM LEVELS PROMOTING CAPABILITY AND VARIETY**

**Quite a Lineup**
(From left to right) Silverado Trail Boss, Silverado ZR2 and Silverado High Country

The Chevrolet Silverado came into the 2027 model year already boasting a strong reputation of durability, toughness and performance. To redesign such a vehicle would require a bold approach; so, to address this challenge, Silverado upped the game with an expansive powertrain lineup, a boldly redesigned exterior and interior, and a wealth of technological advances.

In addition, there's versatility and flexibility in the form of three off-road options and mainstream offerings ranging from a hardworking WT truck to premium refinement with High Country. The 2027 Chevrolet Silverado builds on the foundation of more than a century of truck development while advancing its capability, functionality and dynamic nature.

## Driven to Succeed

The Chevrolet Silverado offers a formidable powertrain lineup for 2027, including the next-generation 5.7L and 6.6L V8 engines, reimagined from the ground up to deliver increased horsepower and torque.

An enhanced 2.7L TurboMax engine, paired with a 10-speed transmission, delivers impressive standard torque. There's also the segment-exclusive Duramax 3.0L Turbo Diesel engine, combining low-end torque with fuel efficiency. Both engines provide the towing capability truck owners seek.

Adding to the towing story is available Super Cruise®[1] hands-free driver assistance technology that lets drivers confidently tow hands-free.[2] Super Cruise can recognize when you're pulling a trailer, and automatically lengthens the gap to the next vehicle ahead for an increased following and stopping distance.

## Standing Tall

Designers worked to provide the 2027 Silverado with a bolder, more expressive look. They did that with distinctive headlamps and taillamps, more pronounced wheel-opening moldings and rocker treatments, dual exhaust, a tailgate applique and a 3-foot center high-mounted brake lamp on select models.

Across the lineup, Silverado showcases a more monochromatic look, offering a cleaner, more unified appearance. At the same time, each Silverado trim level highlights elements that set it apart. For example, the Silverado 1500 ZR2 features 35-inch MT tires and a dedicated off-road hood to present a more aggressive stance.




**Rear View**
The Silverado features signature LED taillamps with dual exhaust and tailgate applique.

Continued on next page >

1. Always pay attention while driving and when using Super Cruise. Always use Super Cruise in accordance with local laws. Do not use a handheld device. Requires an active service plan or trial. Terms apply. Visit chevrolet.com/supercruise for compatible roads and full details. 2. Turn Signal Activated Lane Change and Automatic Lane Change not available while trailering. Always pay attention while driving and when using Super Cruise. Always use Super Cruise in accordance with local laws. Do not use a handheld device. Requires an active service plan or trial. Terms apply. Visit chevrolet.com/super-cruise for compatible roads and full details, giving your vehicle extra stopping distance.













**Much to Offer**

From sharp looks to the latest in technology to off-road capability, the Silverado checks more than a few boxes.

## On Display

If you are looking for a little screen time, you have plenty of opportunities within Silverado's new interior. A class-leading 16.3-inch center infotainment screen and a 12.2-inch Driver Information Center[3] provide a purposeful, tech-focused layout for key navigational, media and vehicle information. On the ZR2 and High Country models, the addition of an 11.5-inch front passenger screen paired with a Head-Up Display and Rear Camera Mirror[4] help offer more than 60 inches of digital displays.

The interior has functional features designed to assist truck owners in their daily tasks. Silverado presents a new available Multi-Flex Center Console, which, along with supplying needed storage, folds flat into a solid, ergonomic workspace that maintains a premium feel.

## Off-Road, On Point

The ZR2, along with the Trail Boss and Custom Trail Boss models, strengthens Silverado's off-road résumé. On the ZR2, Multimatic DSSV dampers and jounce control dampers work together to tackle a variety of terrain, and front and rear E-lockers help maximize needed traction at every turn. And, to look the part, its interior includes a flat-bottomed steering wheel and Torch Red–edged seat belts and accents. The available ZR2 Bison Edition comes with distinctive front and rear bumpers, rocker protection, skid plates and 18-inch beadlock-capable wheels.

The Custom Trail Boss gives customers an entry point into authentic off-road style and performance with a 2-inch lift and 34-inch tires.

## The High Life

The High Country trim, Silverado's premium-level truck, represents a blend of strength and sophistication — the latter brought to life in a plethora of distinctive features. Up front, an exclusive Tritan Satin grille and High Country badging exude confidence. This is complemented by dark trim elements and 22-inch After Midnight machine-faced wheels.

Inside, Silverado's first panoramic sunroof opens occupants to the world surrounding them. They can also soak up luxurious touches such as real-wood detailing, Tritan Satin and microfiber suede accents, Natural Tan–edged seat belts, and a debossed center console and head restraints. ■

To learn more about the 2027 Chevrolet Silverado, scan this QR code.

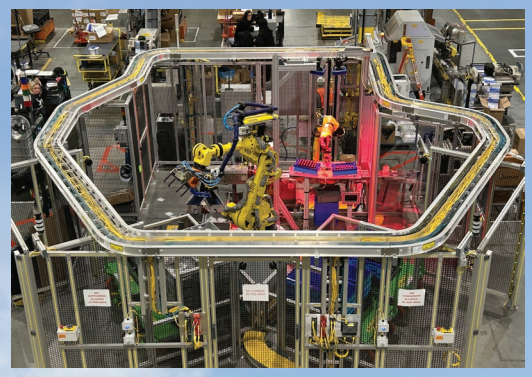


3. Measured diagonally. Class is half-ton gasoline and diesel pickups. Based on latest competitive data available. Excludes other GM vehicles. 4. Safety or driver assistance features are no substitute for the driver's responsibility to operate the vehicle in a safe manner. Read the vehicle Owner's Manual for important feature limitations and information.

GENUINE PARTS | ACDelco

# ON THE MOVE

## GM makes significant investment to strengthen parts distribution

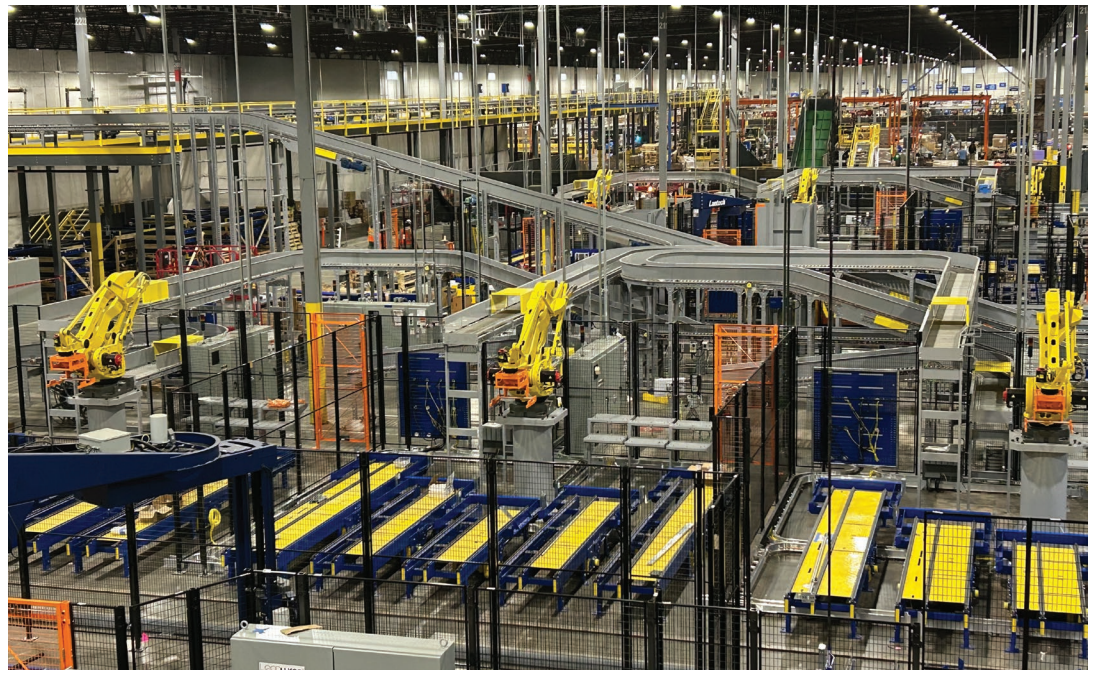


**General Motors has invested** more than $200 million to modernize its Burton, Mich., Customer Care and Aftersales (CCA) facility — a key hub that helps keep GM Genuine Parts and ACDelco products moving to dealerships and repair shops across the country.

At the center of this investment is the Davison Road Processing Center, GM's primary packaging and distribution site for service parts. Every day, teams at this facility pack approximately 500,000 parts supporting Chevrolet, Buick, GMC and Cadillac — as well as competitive brands. These parts are then shipped nationwide to help keep vehicles on the road and customers satisfied.




*The Burton facility packs approximately 500,000 parts daily.*



### EFFICIENCY IS KEY

The investment is focused on advanced material handling technology designed to improve speed, accuracy and workplace safety.

Three major technological systems are being implemented:

**Automated Storage and Retrieval System (ASRS)**
This system can store up to 46,000 pallets of processed parts, ranging from small components to large items such as HUMMER EV headlamps. ASRS reduces manual lifting and shortens the time it takes to retrieve specific parts for shipment to other distribution centers.

**Automated Mini Load System**
With a capacity to store up to 162,000 individual totes, this system palletizes totes and sends them directly to the dock. The system also can deliver totes directly to team members' workstations to support priority orders. This allows parts to move more quickly through the system, while a reduction in walking and repetitive motions helps limit ergonomic strain.

**Parts Movement and Packaging System**
This upgrade includes 3.5 miles of conveyor that moves parts through the facility to stationary workstations. Less walking and lifting improve safety and ensure more consistent processing from inbound delivery to outbound shipment.

### COMING AND GOING

The Burton facility handles an average of 72 inbound deliveries every day, with service parts arriving from suppliers across the network. From there, an average of 60 outbound deliveries leave the facility daily.

With 61 shipping and receiving docks, the operation is designed for scale — and these new systems help ensure parts continue moving efficiently, even as vehicle technology and parts complexity continue to evolve.

For service technicians and collision repair professionals, this investment means a stronger, more reliable parts pipeline. Faster processing, safer operations and modernized systems all support GM's goal of getting the right part to the right place at the right time. ■

# CHECK THE SPEC

## New dexos®1 Gen 3 0W-30 engine oil viscosity required for '27 trucks

The next-generation 2027 Chevrolet Silverado and GMC Sierra trucks feature two new V8 engine options – the 5.7L (L76) and 6.6L (L78) V8 gasoline engines, which require a new dexos 1 Gen 3 full synthetic engine oil viscosity. The 0W-30 viscosity grade is designed to enhance engine performance.

The L76 and L78 V8 engines are built to meet modern efficiency and durability requirements. These engines feature updated technologies and operating characteristics that require a specifically engineered lubricant.

### Why dexos?

The dexos engine oil specification, introduced in 2010 as a global engine oil specification developed by GM, was designed to further improve fuel economy while also providing a more robust formulation for added engine protection and aeration performance.

The high-quality, robust oil is formulated to some of the most rigorous specifications in the industry to address the unique challenges posed by advanced engine designs, including direct fuel-injection systems, turbochargers operating at extreme temperatures and extended oil-change intervals. The specific additive packages in dexos formulations help reduce internal friction and component wear under demanding pressure and temperature conditions, offering critical protection for modern engines with tight tolerances and complex valvetrain systems.

### About dexos 1 Gen 3

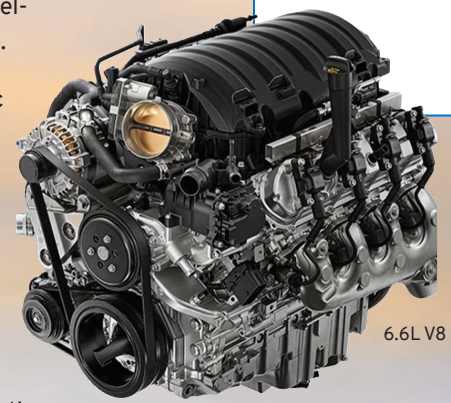
For background, dexos 1 Gen 3 is GM's latest engine oil specification for gasoline engines. Developed for today's advanced engines, the specification provides enhanced oxidation resistance, engine cleanliness, wear protection and fuel-economy performance.

ACDelco Full Synthetic Motor Oil can be used in any gasoline-fueled GM vehicle at the recommended viscosity grade and type. Always consult the Owner's Manual and applicable Service Information when selecting engine oil. ■

### dexos engine oil

There are several dexos specifications that meet the performance standards of different engine applications:

- dexos 1 — Modern gasoline engines
- dexos D — Light-duty Duramax diesel engines
- dexos R — High-performance gasoline engines



6.6L V8 engine

### Understanding 0W-30

The addition of the 0W-30 viscosity expands the ACDelco dexos 1 Gen 3 portfolio. The new 0W-30 oil helps extend engine life by providing outstanding wear protection. It combines excellent low-temperature performance with the additional high-temperature protection of a 30-weight oil. The “0W” rating helps promote easier cold-weather starts and rapid oil flow during engine startup, while the “30” viscosity rating is designed to maintain protection under higher operating temperatures and demanding conditions such as towing and hauling.

Always use the proper viscosity oil in an engine application. Using oil that has a higher-than-required viscosity will create more drag on the internal components of the engine, especially when cold, while using an oil with a lower-than-required viscosity may reduce protection under high-temperature or high-load conditions.







2027 GMC Sierra

# The Price Is Right

CCC Promote Offers Discounts on OEM Parts When Preparing Estimates

Collision repair shops are constantly balancing repair quality, cycle time and parts costs. A new program from General Motors and CCC Intelligent Solutions is designed to make that process easier.

CCC Promote is a promotional pricing program that displays select GM Genuine Parts at discounted prices directly inside the CCC ONE® estimating and parts-ordering software. When writing an estimate, eligible Original Equipment Manufacturer (OEM) parts appear with promotional pricing, allowing shops to compare and select competitively priced GM Genuine Parts without leaving the application.

CCC is the industry choice for estimating software with 30 million parts quoted daily in the U.S. GM aims to take advantage of the popular platform. "We want to help customers directly with the selection and purchase of GM OEM parts where they're already working," says Chris Crosby, GM Collision Portfolio Manager.

By using more OEM parts in their collision repairs, participating body shops can provide their customers with original equipment parts that fit and perform as built straight from the factory, enhancing customer satisfaction and repair efficiency while reducing cycle downtime. Plus, the discounts on readily available, competitive parts often meet insurance company requirements regarding pricing and availability.

**Making a Connection**

CCC Promote works through the CCC Parts network, which connects more than 30,000 collision repair facilities with more than 6,000 parts suppliers and dealerships. The program allows OEMs such as GM to offer promotional pricing on select collision parts directly within CCC ONE. Shops can view discounted pricing while building an estimate and order those parts electronically through the same system.




MORE INFO

**To learn more** about ordering parts electronically, contact your local CCC representative. Visit **cccis.com/team** to find your representative's contact information.

## How to Use CCC Promote

If your shop does not currently order parts through CCC Parts, activate participating vendors in CCC ONE by visiting the Action Center > Vendors. Click Activate to designate the selected vendors to your list of suppliers.

To view your current vendors, view Settings > Vendors.

1. Write the repair estimate in CCC ONE.
2. Click Compare Available Parts during the estimating process.
3. Look for eligible GM OEM parts marked with promotional pricing (indicated in CCC ONE with a green dollar sign).
4. Select the promotionally priced OEM part to lock in the listed price and add the part to the estimate.
5. Complete the order electronically through the CCC ONE checkout and ordering process. Parts must be ordered through CCC to qualify for the promotional program.

GM expanded the CCC Promote program nationwide following a successful pilot. It offers body shops a number of advantages, including:

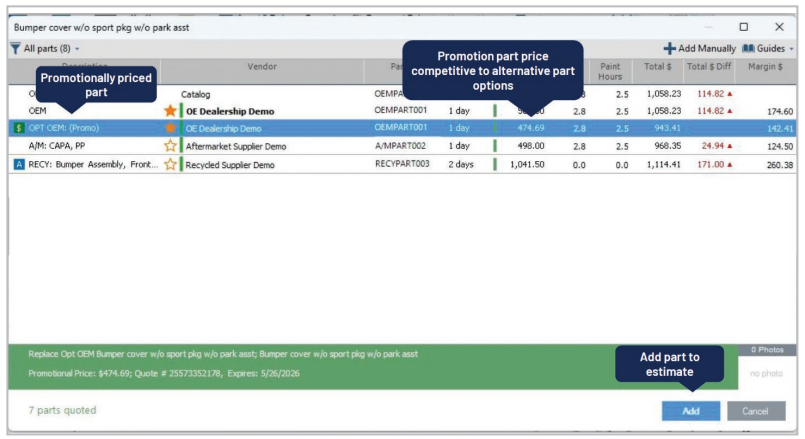
**Competitive OEM pricing –** Promotional prices are displayed during the estimating process, helping shops identify OEM parts that are price-competitive with alternative replacement parts.

**Faster ordering workflow –** Parts can be selected and ordered directly from CCC ONE, eliminating potential bottlenecks in the fulfillment process, such as back-and-forth phone calls and emails, while reducing the manual steps traditionally involved in parts sourcing.

**Reduced returns –** Electronic ordering can help reduce errors and parts returns, improving repair efficiency and cycle time. According to collision shops, returns can be reduced by up to 16%.

**More responsive –** Shops can view real-time parts availability, pricing and ordering options while writing the estimate, making it easier to select the right parts for the repair.

"The collision industry is very dynamic," Crosby says. "Pricing changes often and new competitive entries come to market regularly. CCC Promote gives us the ability to respond quickly with competitive OEM pricing and help shops access the parts they need when they're writing the estimate." ■




Look for a green dollar sign indicating GM OEM promotional pricing.