

SERVICE

IN SIGHTS

SUMMER 2026

*Service Repair News
From Your Parts Supplier*

Profit From
Knowing

Transmission Kits

Age of Vehicles



AN ELECTRIC RESPONSE

THE 2026 CADILLAC OPTIQ-V

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IN SIGHTS

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IT'S IN THE CARDS

my GM Partner Perks options expand choices and flexibility

The my GM Partner Perks program is sharing several new and upcoming reward card options designed to give participants more choice, flexibility and personalization

than ever. From supporting favorite local businesses to investing in personal wellness and everyday spending freedom, these additions continue to enhance the overall my GM Partner Perks rewards experience.

Coming soon, program members will find my GM Partner Perks Prepaid **Mastercard**^{®1} in the rewards catalog. These single-load



cards will be available in \$50, \$100 and \$200 amounts, and can be used anywhere Mastercard is accepted. Each card has a redemption fee based on its value and will expire after 12 months.

The new **Shop Local gift card** is now in the program's rewards catalog. It's an easy way for participants to support the communities they care about. With this card, program members can choose from millions of favorite local restaurants, spas and salons across the country, so rewards can be redeemed nearly wherever and

however they like.

Redeeming a Shop Local gift card is quick and easy. Just search by zip code or business name, pick a local merchant and receive a digital gift card in minutes. There's no expiration date, and it can be added to a mobile wallet. ■



WHY SHOP LOCALLY?

Authenticity and Unique Experiences

Local businesses provide distinctive products and personalized service.

Social and Environmental Consciousness

Shopping locally reduces carbon footprints and supports sustainable practices.

Economic Impact

It strengthens the community's economy and supports local prosperity.

Community Connection

Supporting local businesses aligns with consumer values of social responsibility and community engagement.

It's in the Numbers

91% of American consumers shop at small and local stores at least once a week.*

* Source: Gallup Trusted Institution Study, June 2024

OURA Ring Gift Cards

Program members can also choose Oura Ring gift cards in \$25, \$50 or \$100 amounts. These cards are for use at the Oura online store (ouraring.com) and can be applied to a variety of products and services, including any Oura Ring, chargers, shipping, taxes, extended warranties or an Oura Membership, if purchased with your ring. They can't be used for stand-alone monthly or annual memberships.

In addition to gift cards, the Oura Ring itself remains available directly in the program's rewards catalog, giving participants multiple ways to redeem for this popular wellness product.



Scan this QR code

to find a Shop Local gift card for your favorite spot.

1. Prepaid card is issued by Pathward[®], N.A., Member FDIC, pursuant to license by Mastercard International Incorporated. Mastercard and the circles design are registered trademarks of Mastercard International Incorporated. No cash access or recurring payments. Can be used where Debit Mastercard is accepted. Card valid for up to 12 months; unused funds will forfeit after the valid thru date. Terms and conditions apply.

Working on the Margins

Understanding the distinction between markup and gross profit margin can impact the bottom line

A rose by any other name may, indeed, smell just as sweet, and if something looks like a duck and quacks like a duck, well, you know what it may be. The same may not be said for the operational terms “markup” and “gross profit margin.” Although many may view them as interchangeable, they are, in fact, not, and can lead not only to confusion but lost profits for an independent business.

The results of both methods are far from similar. Calculating a selling price based on gross profit margin will result in a higher price than using markup. The financial performance of a parts business begins with the top line – sales revenue – and using the wrong basis for setting selling prices will result in lower gross and net profits.

Margin vs. Markup

Simply put, margin (also known as gross margin) is

sales minus the cost of goods sold. As an example, if a product sells for \$100 and it costs \$70 to produce, its margin is \$30. Or, stated as a percentage, the margin percentage is 30% (calculated as the margin divided by sales).

On the other hand, markup is the

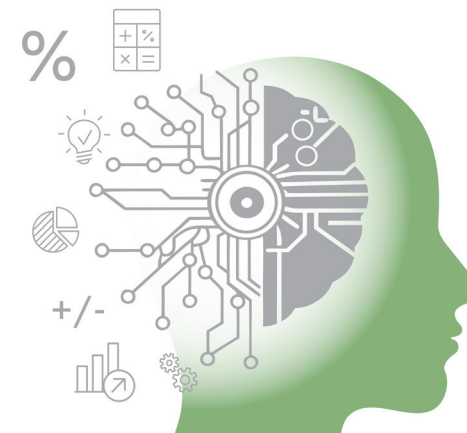
amount by which the cost of a product is increased in order to derive the selling price. To use the preceding example, a markup of \$30 from the \$70 cost yields the \$100 price. Or, stated as a percentage, the markup percentage is 42.9% (calculated as the markup amount divided by the product cost).

Shops must have a clear understanding of the two within a pricing model. Owners often mistakenly believe that if a part is marked up by 25%, the result will be a 25% gross profit margin on the income statement. But that is not the case.

Many automotive business consultants suggest an overall 100% markup on parts in order to achieve an overall 50–55% profit margin. This markup is important to achieve a 30% to 35% net operating profit. Shops that fail to succeed often have net operating profits of less than 15%.

Some just double the list price of some of the parts they sell; although that is an effective strategy for a \$7 oil filter, it doesn't work so well for a \$400 alternator.

If customers are loyal to a business, the price of the parts won't scare them away. And the business won't do them any favors by discounting their way out of the market. Parts pricing is part of total profitability, and a profitable business will have staying power if it's done correctly. ■



Calculated Thinking

If a business knows the cost and the desired margin, it can use this information to calculate the selling price.



Cost

100% - projected margin %

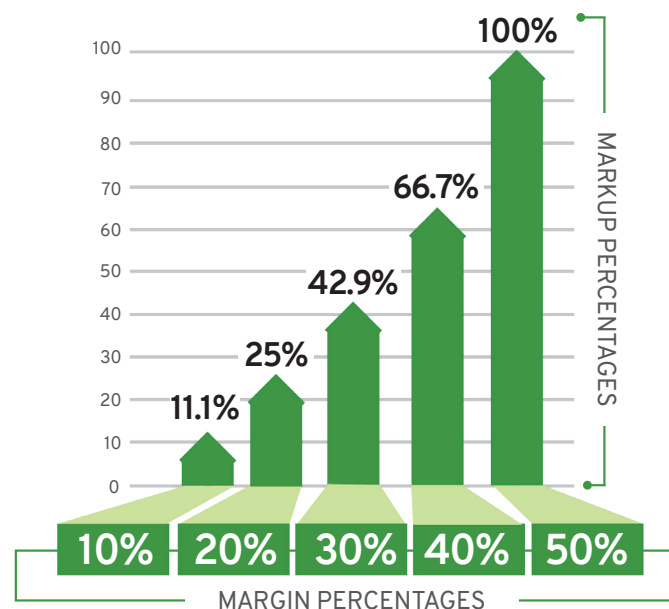
For example, if the cost of an item is \$200 and the business wants a 40% margin:



$$\begin{aligned} & \$200 / (100\% - 40\%) \\ & \$200 / (60\%) \\ & \$200 / .60 = \$333.33 \end{aligned}$$

The Price Is Right

The chart below notes the differences between the margin and markup percentages at intervals:



To derive other markup percentages, the calculation is:
Desired margin ÷ Cost of goods = Markup percentage.

For example, if the cost of a product is \$7 and a business wants to earn a margin of \$5 on it, the calculation of the markup percentage is: \$5 margin ÷ \$7 cost = 71.4%. By multiplying the \$7 cost by 1.714, one arrives at a price of \$12, and the desired margin of \$5.

Ready to Repair

ACDelco Gold transmission kits offer a focused service solution

The success of the long-running line of 4L60E, 4L65E and 4L70E transmissions have kept vehicles shifting and powering over a variety of roadways. Helping keep those transmissions in operation should service issues arise is a new ACDelco Gold GM Hydra-Matic 4-speed rebuild kit (Part #19532540).

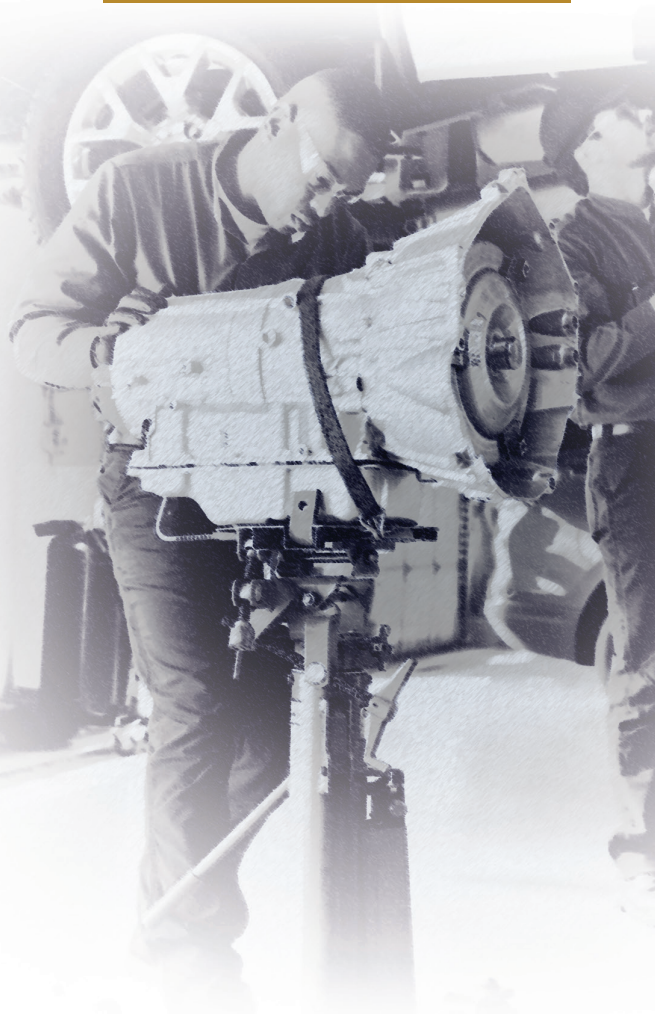
The overhaul kit contains 61 parts, including accumulator-housing, oil-pan and pump-to-case gaskets, L/C (Lathe-Cut) and M/C (Metal-Clad) seals for the extension housing, an O-ring for the output shaft and a control valve spring. Each kit includes a QR code that links directly to installation instructions.

Also part of the package are applicable sub-kits with smaller sets of components focusing on specific sub-assemblies. These include gaskets for the upper and lower valve bodies, piston rings, seals for the filler tube and oil pan drain plug, O-rings for the cooler line, lip seals for the reverse input clutch, and screen filters for shift and force motor solenoids.

ACDelco Gold products are the high-quality alternative to OE parts that are manufactured to meet expectations for fit, form and function, and are fully backed by General Motors. ■



ACDelco Gold GM Hydra-Matic 4-speed rebuild kit (Part #19532540)



Rain, Rain

New ACDelco spray helps provide a clearer look

ACDelco products have a variety of purposes, from increasing stopping power, filtering contaminants in a vehicle's engine or interior, or, in the case of a new product from ACDelco, providing a clearer view of the road ahead.

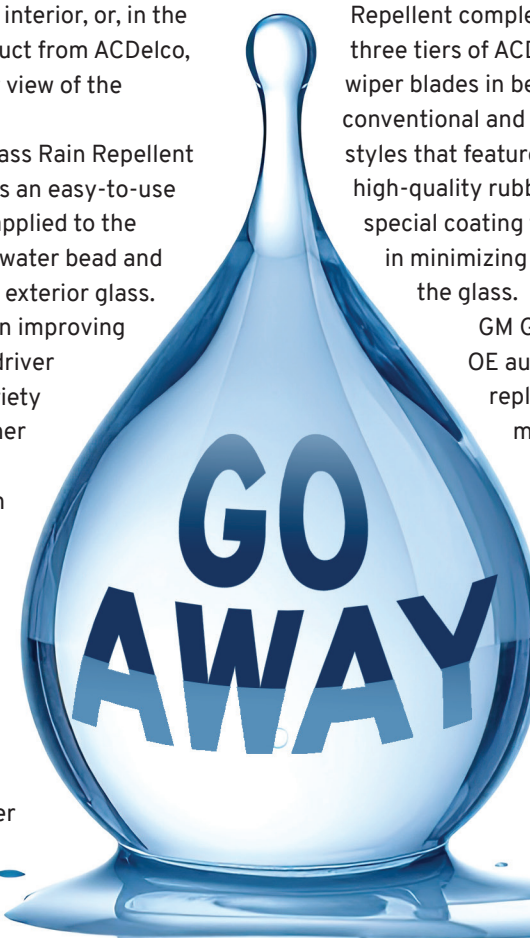
The ACDelco Glass Rain Repellent (Part #19436471) is an easy-to-use spray that can be applied to the windshield to help water bead and more easily roll off exterior glass. This not only aids in improving visibility, but also driver confidence in a variety of inclement weather conditions.

The product can be sold as an add-on to wiper-blade replacement or glass service, or as part of a detailing or appearance package. It can also be positioned on the sales counter

near the wiper blades and washer fluid.

ACDelco Glass Rain Repellent complements three tiers of ACDelco wiper blades in beam, conventional and hybrid styles that feature a high-quality rubber and special coating that assist in minimizing the friction on the glass.

GM Genuine Parts offers OE auto glass window replacements for GM models. The use of OEM glass is critical, especially for vehicles equipped with Advanced Driver Assistance Systems, as it plays a crucial role in their overall effectiveness. ■



Scan this QR code to learn more about ACDelco and GM Genuine Parts wipers and windshields.

Performance Driven

OPTIQ-V exemplifies the advanced aspects of Cadillac's V-Series



For Cadillac enthusiasts, the V-Series designation represents an elevated level of performance with innovative enhancements and racing-inspired technology. From the moment one sits behind the wheel, V-Series vehicles are designed to feel purposeful and engaging, offering a driving experience that's both thrilling and effortless.

For the 2026 model year, Cadillac has expanded its V-Series lineup with the OPTIQ-V, an all-electric SUV combining speed, control and luxury in a refined midsize design. OPTIQ-V offers impressive acceleration and electric performance while retaining comfort, range and everyday usability.



1. Cadillac-estimated in Velocity Max. 2. On a closed course only. Based on initial vehicle movement. 3. 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 [cadillac.com/supercruise](https://www.cadillac.com/supercruise) for compatible roads and full details. 4. OnStar® plan,



Definitive Response

OPTIQ-V comes standard with dual-motor all-wheel drive, delivering confident traction and immediate response across a wide range of driving conditions. With Cadillac-estimated figures in Velocity Max, OPTIQ-V produces up to 519 horsepower and 650 lb-ft of torque,¹ accelerating from 0-60 mph² in an estimated 3.5 seconds.² It also sounds the part, with a unique E-REV sound that is designed to impress and entertain in Park or Neutral.

An intelligent, adaptive suspension uses advanced technology to adjust to the driver's wants and needs – delivering Cadillac-ride isolation with true V-Series precision. Tuning to the system supports assured cornering without compromising the smoothness of the ride. In addition, steering response has been sharpened for greater accuracy.

Available summer performance tires enhance the vehicle's grip, helping OPTIQ-V feel grounded and assured through turns. To complement its acceleration, OPTIQ-V is equipped with standard Brembo® front brakes that deliver strong, consistent stopping power.

working electrical system, cell reception and GPS signal required. OnStar links to emergency services. Not all vehicles may transmit all crash data. Service coverage varies with conditions and location. Service availability, features and functionality vary by device and software version. Subject to user terms. See [onstar.com](https://www.onstar.com) for details and limitations.

Complete Control

OPTIQ-V is designed instinctively with V-Series exclusive features and design elements to make every drive feel electric.

V-Mode lets drivers save preferred performance settings and quickly activate them by pressing the V button on the steering wheel or through the 33-inch-diagonal Horizon Display™. Launch Control provides strong, consistent acceleration from a stop, when conditions allow. Competitive Mode enables a suite of traction-management features specifically engineered to extract maximum performance from the chassis.

If one wants to experience a more relaxing drive, OPTIQ-V offers that as well. Super Cruise®³ hands-free driver assistance technology, with a 3-year OnStar® One plan,⁴ is standard. On compatible roads, the system allows hands-free travel while monitoring the driver's attention, helping add ease and comfort to longer drives.

Continued on next page >



Road-Ready

OPTIQ-V is engineered to deliver performance without compromise. With an estimated 278 miles⁵ of range from its 85-kWh battery, it supports both daily stops around town as well as longer drives.

OPTIQ-V is equipped with a built-in J3400 North American Charging System (NACS) charging port, providing direct access to a broad fast-charging network of more than 250,000 public chargers. The GM PowerUp 2: NACS Charger offers 31 miles of range per hour of charge. The GM Energy PowerShift Charger provides 41 miles of range per hour of charge when paired with the GM PowerShift AC Adapter.⁶

Your V2H-capable OPTIQ-V can provide power to your properly equipped home in a blackout.⁷ A GM CCS1 DC Adapter is required.

Leading by Design

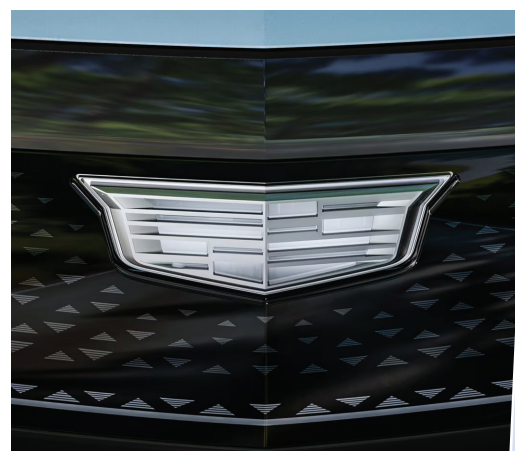
OPTIQ-V delivers commanding style that effortlessly turns heads on any road. On the exterior, 21-inch reverse-rim wheels in a Satin Graphite finish – laser-etched with the V-Series logo – are paired with low-profile tires to deliver a poised, athletic presence. Distinctive V-Series

badging and blue accent details underscore its pedigree. Thoughtful design cues, including the Skyglass™ Roof with power shade and rear-quarter glass pattern, invite the outside in, surrounding the cabin with expansive, immersive views.

Inside, the cabin carries that same performance-driven philosophy. Blue performance accents, carbon-fiber trim and sculpted V-Series sport seating establish a focused yet refined atmosphere, while Radiance Lighting™ linked to drive modes subtly reinforces OPTIQ-V's athletic intent. The 19-speaker AKG studio audio system with available Dolby Atmos® transforms every drive with richly layered, multidimensional sound, complemented by the Horizon Display – a sweeping, continuous 9K screen capable of rendering more than one billion colors with remarkable clarity.

As Cadillac continues to redefine high performance for an electric era, OPTIQ-V stands as an expression of speed, precision and innovation designed to attract a new generation of performance-minded luxury drivers. Discover the future of V-Series performance at cadillac.com/electric/optiq/v-series. ■

5. When equipped with 11.5 kW onboard charging module. On a full charge. Actual range may vary based on several factors, including ambient temperature, terrain, battery age and condition, loading, and how you use and maintain your vehicle. 6. Actual charge times will vary based on battery starting state of charge, battery condition, output of charger, vehicle settings and outside temperature. See the vehicle's Owner's Manual for additional limitations. 7. The GM Energy PowerShift Charger and GM Energy V2H Enablement Kit require an adequately charged V2H-capable GM EV, a properly equipped home and proper grid interconnection. Weather conditions, life of the battery, vehicle variation and usage, and other external factors may impact the capacity and duration of power supply. Power supply may be interrupted. It is not recommended that the following devices be powered with the GM Energy PowerShift Charger and V2H Enablement Kit: medical devices.



What Is Cadillac V-Series?

Cadillac V-Series represents the brand's performance line, combining a relentless pursuit of excellence, advanced engineering and detailed craftsmanship. V-Series brings track-inspired power and driving performance to the road while maintaining luxury.

V-Series balances strength with control. Enhanced powertrains, tuned



List of 2026 Cadillac V-Series Vehicles

- Escalade-V
- Escalade-V ESV
- LYRIQ-V
- OPTIQ-V
- CT5-V
- CT5-V Blackwing
- CT4-V
- CT4-V Blackwing

suspensions and precise steering provide strong acceleration, sharp handling and a composed ride. Purposeful design elements help ensure the vehicles make a statement, including distinctive badging, unique wheels and aerodynamic details.

Inside, V-Series cabins offer performance seating, premium materials and driver-centric technology. Advanced displays, immersive audio and driver modes optimize the driving experience.

Growing older

Aging vehicle fleet fuels long-term growth for independent shops

One of the most important forces shaping the automotive aftermarket is the average age of vehicles on the road today. Simply put, owners are keeping and driving vehicles longer. For independent service centers and body shops, that reality is driving steady, long-term growth as owners try to extend vehicle life.

According to the 2025 Joint Channel Market Size

Forecast from the MEMA Aftermarket Suppliers Association, the average age of cars and light trucks on U.S. roads reached a record 12.8 years in 2025, continuing a multi-year upward trend. At the same time, the number of vehicles in operation continues to rise, growing by roughly one percent per year and projected to approach 300 million vehicles by 2028. These numbers indicate that many consumers are choosing to maintain and repair what they already own, rather than replace it.

Older vehicles naturally require more attention – everything from simple routine maintenance to more complex diagnostics, component replacement and body repairs. Vehicles in the 7- to 12-year “sweet spot” now generate a significant share

of aftermarket activity. As the vehicle fleet continues to age, that sweet spot is expanding.

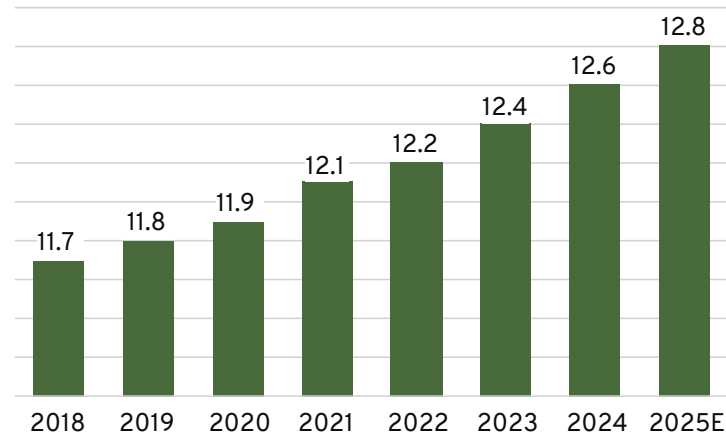
The number of miles driven each year amplifies this aftermarket growth trend. Vehicle miles traveled has continued to reach at least 3.4 trillion per year for the last several years, adding wear and tear on already aging components. As vehicles age and mileage accumulates, repairs

often shift from preventative to corrective, increasing both repair frequency and complexity, which translates into consistent service demand.

Looking ahead, industry indicators point to continued growth in aftermarket sales through 2028, supported by three core fundamentals: a growing vehicle population, higher miles driven and an aging fleet. Together, these factors form a durable foundation for independent shops. ■

Average age increased by 1 year since pandemic

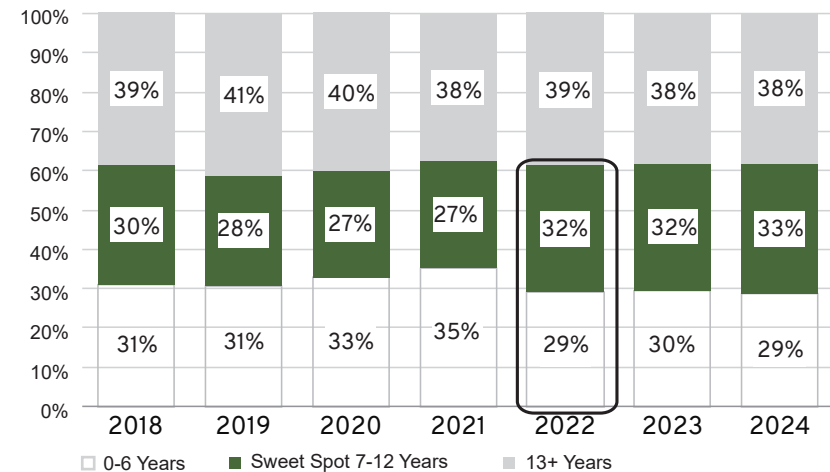
Average Age of Vehicles Years; U.S.



S&P Global Market Intelligence; 2025 JCF; MEMA Aftermarket Suppliers

Sales from “sweet spot” (age 7 – 12 years) overtakes warranty sales in 2022

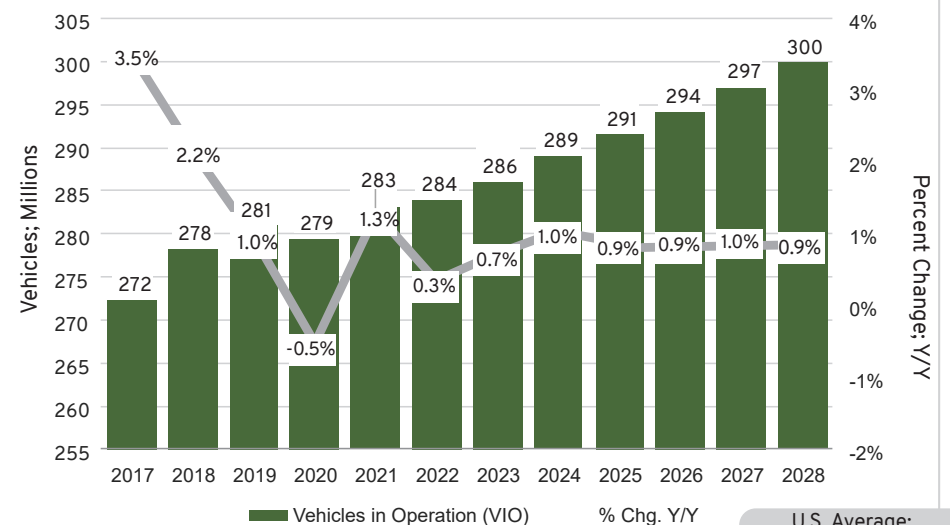
Share of Parts Sales



Source: Evercore ISI Research

VIO growing ~1% Y/Y

Vehicles in Operation Millions; Percent Change Year-Over-Year



S&P Global Market Intelligence; 2025 JCF; MEMA Aftermarket Suppliers

U.S. Average:
1.87 vehicles per HH



These numbers indicate that many consumers are choosing to maintain and repair what they already own, rather than replace it.



Improper installation of radar modules can lead to warnings

General Motors has identified

a concern that improper installation of rear radar modules can disable or impair Side Blind Zone Alert (SBZA), Lane Change Alert (LCA) and Rear Cross Traffic Alert (RCTA). This issue typically arises after rear fascia removal or replacement during body repairs or after module removal for other service work.

Message Received

Customers may report one or more of the following Driver Information Center (DIC) messages:

- | Side Blind Zone Alert Disabled
- | Rear Cross Traffic System Disabled
- | Lane Change Alert Limited by Trailer

These messages may appear immediately after service or develop during normal driving. Some systems may continue to function partially, while others may stop working completely. This issue occurs when Short Range Radar (SRR) and Side Object Detection (SOD) modules are installed improperly.

These modules contain internal radar antennas that must be properly seated and oriented to function correctly. If installed backward or flipped, radar signals are emitted in the wrong direction, leading to intermittent or partially functional operation, or driver assistance features may be disabled entirely. ■

WHAT TO LOOK FOR

When diagnosing SBZA, LCA or RCTA concerns, confirm that:

- ✓ SRR and SOD modules are not installed backward.
- ✓ The labels are visible when viewing the back of the rear fascia.
- ✓ The label side of each module faces the front of the vehicle.

If needed, compare installation to a properly fitted vehicle, and follow applicable SI procedures for confirmation.

Note: Improperly installed modules may still function partially, so visual verification is essential.



FOR ADDITIONAL INFORMATION, BE SURE TO REVIEW **SI BULLETIN #26-NA-088**.



Keeping Their Distance

Inspection helps prevent brake sensor from wearing on rear shaft

Owners of 2021–2025 Chevrolet Tahoe and Suburban, GMC Yukon and Cadillac Escalade models may report leaking of grease from their left rear half-shaft boot, along with possible signs of damage.

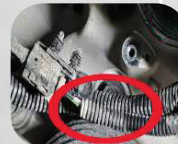
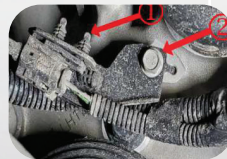
This may be caused by the brake pad wear sensor coming in contact with the boot.

To address the concern, inspect the clearance from the half-shaft outboard joint to the wire harness. If the clearance is higher

than 10 mm, no action is required. If it is under 10 mm, install the revised bracket and reroute the brake pad wear sensor away from the left rear half-shaft boot to meet the clearance requirements. ■

The procedure for installing the bracket is as follows:

- 1 Access the left rear brake pad wear sensor and remove the connector (1) and bolt (2) from the bracket. Refer to Rear Disc Brake Pad Wear Sensor Replacement in Service Information (SI).
- 2 Cut and remove the tape that is wrapped around the harness.
- 3 Install the new design bracket and insert the tie strap through the bracket hole and around the harness. Position the tie strap so that the buckle is above the wire-harness bundle.



2025 GMC Yukon Denali

LEARN MORE

See SI Bulletin #25-NA-109 for complete details on the procedure.



Fixing the Leak

Service procedure recommends dye to pinpoint steering-gear concern

Tracing the origin of fluid leaks can be a challenging part of a technician's job. Owners of 2015–2026 Chevrolet Silverado and GMC Sierra 2500 and 3500 models have recently reported fluid under their vehicle, possibly coming from the steering gear.

Service Information (SI) Bulletin #26-NA-051 addresses this situation, noting the source could be from a damaged seal or leaking lines, and outlining a procedure for diagnosing where the concern may be originating.

The procedure includes these steps:

- 1 Use an oil/grease cleaner to remove the residual oil from the steering gear.
- 2 Add a bottle of fluorescent dye (Part #19421435) to the power-steering reservoir and operate the vehicle for 10 minutes.
- 3 Use a black light to look for signs of the dye leaking past the seals, lines, coolers, gear and hydro boost. Also, check for fluid that may have dripped from the reservoir or pump, and for any residual fluid from manufacturing.
- 4 If a leak is identified, check SI repair procedures to see whether the leaking component can be repaired.

There are a variety of seal kits available – including for the pitman shaft, steering-gear valve housing and pressure sensor – so replacing the steering gear for a leak is not usually necessary. Refer to the ACDelco Electronic Parts Catalog for part numbers. ■

LEARN MORE

Another SI Bulletin, #15-00-89-004, focuses on identifying the differences between what is considered a fluid leak and what is not. Improper diagnosis may lead to an unnecessary component replacement.

Note: Interior photo of a 2020 Chevrolet Silverado HD shown above.

