



Service Bulletin

Bulletin No.: PIT6453

Date: November, 2025

PRELIMINARY INFORMATION

Subject: Low Cab Forward Diagnostics (Service Information) and Scan Tool (Techline Connect) Availability

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	3500/4500 Medium Duty (LCF)	2016 - 2023		All	All	All	All
Chevrolet	3500HD Medium Duty (LCF)	2016 - 2018		All	All	All	All
Chevrolet	3500 HG/ 4500 HG Low Cab Forward	2024 - 2026		All	All	All	All
Chevrolet	4500HD/ 4500XD Medium Duty (LCF)	2017 - 2023		All	All	All	All
Chevrolet	4500 HD/ 4500 XD Low Cab Forward	2024 - 2026		All	All	All	All
Chevrolet	5500HD/ 5500XD Medium Duty (LCF)	2017 - 2023		All	All	All	All
Chevrolet	5500 HD/ 5500 XD Low Cab Forward	2024		All	All	All	All
Chevrolet	5500 HG/ 5500 XG Low Cab Forward	2024 - 2026		All	All	All	All
Chevrolet	5500 XD Low Cab Forward	2025 - 2026		All	All	All	All
Chevrolet	6500XD Medium Duty (LCF)	2018 - 2019		All	All	All	All
Chevrolet	6500XD/ 7500XD Medium Duty (LCF)	2021 - 2023		All	All	All	All
Chevrolet	6500 XD/ 7500 XD Low Cab Forward	2024 - 2026		All	All	All	All

Involved Region or Country	North America
Condition	A dealer may comment that Service Information (SI) only shows Bulletin's and PI's for these vehicles, there is no diagnostic information available. Also, Techline Connect (TLC) no longer supports GDS 2 or SPS programming for Low Cab Forward models.
Cause	Low Cab Forward models are no longer supported by Service Information (SI) or Techline Connect (TLC)

Correction

Dealer will need to access the Isuzu Dealer Portal in Global Connect to download Isuzu IDSS for Diagnostics and Scan Tool support. A Global Connect message regarding this change was sent to Low Cab Forward Dealers relaying this information.

Global Connect message that was sent to the Medium Duty dealers:

Medium Duty Dealers,

Effective June 30th, the Chevrolet Low Cab Forward vehicles will no longer be supported in Techline Connect. To gain access to the diagnostics, programming, and service information needed to service these vehicles, GM Medium Duty dealers will need to subscribe to Isuzu's technician software – IDSS. This software is compatible with the existing MDI2 device and standard technician laptops.

Starting June 11th, a new application named Isuzu Dealer Portal will appear in Global Connect. Medium Duty dealers should click on this tile, which will redirect them to Isuzu's website to subscribe to and download IDSS at an exclusive GM dealer price.

It is important that Medium Duty dealers subscribe to and download IDSS before support is offboarded from Techline Connect to ensure there is no interruption to service.

In the event a dealer is having issues downloading or subscribing to the software, please contact Isuzu's IDSS support line at (888) 866 – 4272.

Version	1
Modified	11/20/2025

