TECHLINK

New Diagnostic Strategy: Reprogram Control Modules Before Replacement

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The Info on Dealer Information — Choosing the Right Contact for Service Department Concerns

New Diagnostic Strategy: Reprogram Control Modules Before Replacement

As Over-the-Air (OTA) updates and Vehicle-Wide-Programming become more commonplace on GM vehicles, a new diagnostic strategy is being implemented to better address performance concerns related to control module updates and replacements. Based on the latest data from the service engineering teams, the new strategy directs technicians to reprogram a control module with the latest software using SPS before replacing the module in all GM vehicles. If the updated software corrects the issue, no further repairs, including module replacement, are needed.
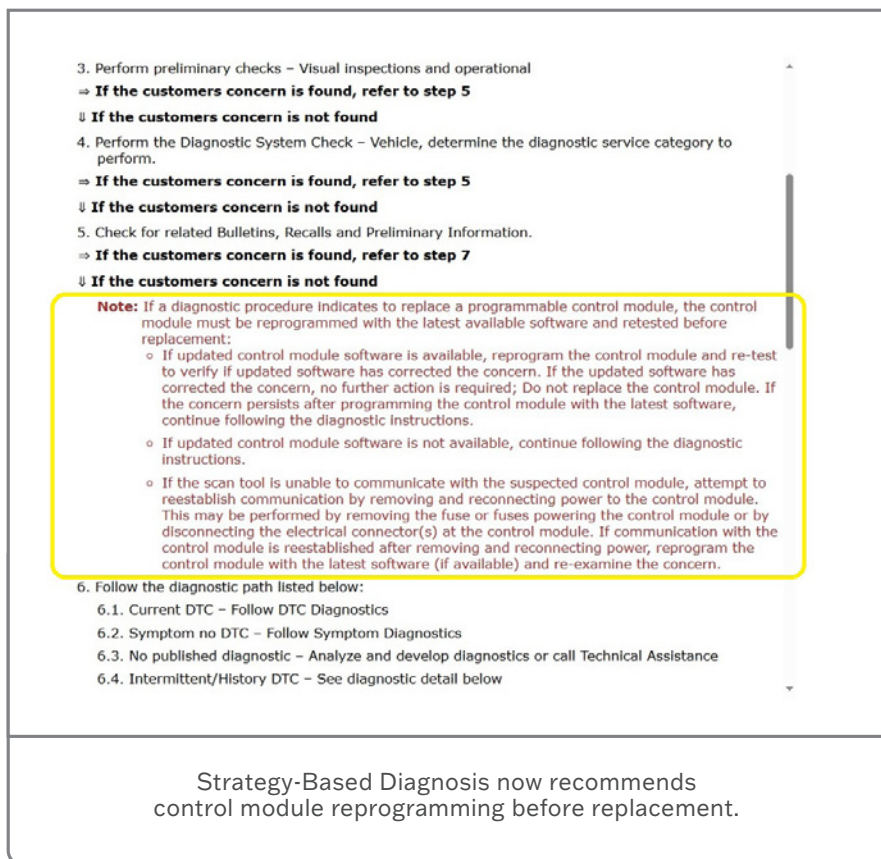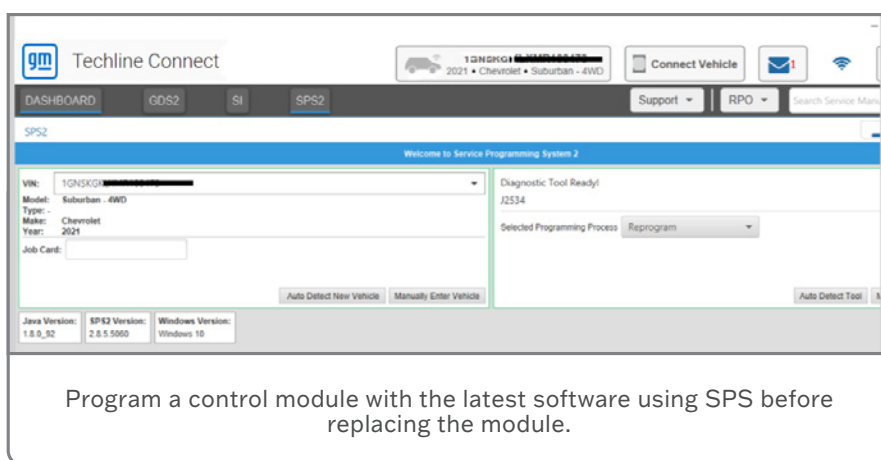
The new diagnostic focus is reflected in updated Strategy-Based Diagnosis and Diagnostic System Check documents in Service Information.

STRATEGY-BASED DIAGNOSIS

The steps in Strategy-Based Diagnosis have been updated with the following:

Note: If a diagnostic procedure indicates to replace a programmable control module, the control module must be reprogrammed with the latest available software and retested before replacement:

* *If updated control module software is available, reprogram the control module and re-test to verify if updated software has corrected the concern. If the updated software has corrected the concern, no further action is required; Do not replace the control module. If the concern persists after programming the control module with the latest software, continue following the diagnostic instructions.*

* *If updated control module software is not available, continue following the diagnostic instructions.*

Program a control module with the latest software using SPS before replacing the module.

Strategy-Based Diagnosis now recommends control module reprogramming before replacement.

New Dash Cover Addresses Windshield Glare

Equinox EV

While driving into direct sunlight or under street lights at night, some drivers of 2024-2025 Equinox EV models may notice glare from the dash reflected onto the windshield. The dash valance panel has unique feature lines that may reflect on the windshield due to their reflective angles.

In some cases, the glare may be distracting to the driver and passengers. Any customer concerns about the glare can be addressed with a new dash cover now available that can be installed over the top of the instrument panel.

- *If the scan tool is unable to communicate with the suspected control module, attempt to reestablish communication by removing and reconnecting power to the control module. This may be performed by removing the fuse or fuses powering the control module or by disconnecting the electrical connector(s) at the control module. If communication with the control module is reestablished after removing and reconnecting power, reprogram the control module with the latest software (if available) and re-examine the concern.*

DIAGNOSTIC SYSTEM CHECK

Here is the new Updating Control Module Software information that can be found under Diagnostic System Check:

Control module software is an integral part of the operation and function of the control module. More than just the physical component, numerous corrections and enhancements can be changed in the software that will resolve many different faults. Service Information generally uses the term "software" as an indicator of a portion of the control module soft part that can be changed or updated; More specifically, this may be a boot loader, firmware, software, calibration, or other soft part.

As an overall strategy, reprogramming a control module with the most up-to-date software available is the correct diagnostic operation before replacing the control module. If a diagnostic procedure instructs to replace a control module, first determine if updated software is available. If it is, reprogram the control module with the latest software and retest the vehicle to determine if the fault is still present. Simply updating the software in a control module may resolve the concern without the cost or labor of replacing the control module. If programming the control module with the latest software corrects the concern, take no further action. If new software does not resolve the concern or if the control module already has the latest and most up-to-date software, continue with the corrective action identified in the diagnostic procedure.

For more details on the new diagnostic strategy, refer to the appropriate Service Information.

▶ **Thanks to Mike Waszczenko**

Glare may be seen reflecting on the windshield under some conditions.

TWO COVER DESIGNS

Two dash covers have been released and are available to order to address any glare concerns on the windshield.

The one-piece design is for vehicles equipped with Forward Collision Alert.

One-piece dash cover

The two-piece design is for vehicles equipped with a Head-Up Display (HUD).

INSTALLATION TIPS

Before installing the dash cover, make sure the top of the instrument panel is clean. Follow the instruction sheet included with the dash cover for the complete installation procedure. Each step should be followed carefully to ensure the cover properly adheres to the valance panel.

Two-piece dash cover for vehicles equipped with a HUD.

It's recommended to stretch the cover over the valance panel by starting at the middle of the cover and working toward the A-pillars. Use a silicone or rubber seam roller to smooth out the cover after installation by hand is completed. It is normal to see some slight bumps where the adhesive pads/Velcro fasteners are located underneath the cover.

Use a roller tool to smooth out the cover.

Refer to Bulletin #25-NA-069 for additional information, including part numbers.

▶ **Thanks to Kurtis Hoezee**

Corvette Center Console Latch Pushbutton Replacement

The center console compartment release button on some 2023-2025 Corvette models may become stuck in the depressed position or may extend out of the console compartment. If these conditions are found, the console compartment release button should be replaced. It's not necessary to replace the complete console armrest latch assembly.

PUSHBUTTON AVAILABLE AS SEPARATE PART

The spring-loaded pushbutton (PN 85133773) is available as a separate part without the latch assembly and can be ordered


Center console release button

through the regular GM CCA parts process. Use the Vehicle Identification Number (VIN), Service Information (SI) and the GM Electronic Parts Catalog (EPC) to determine the correct part number to order.
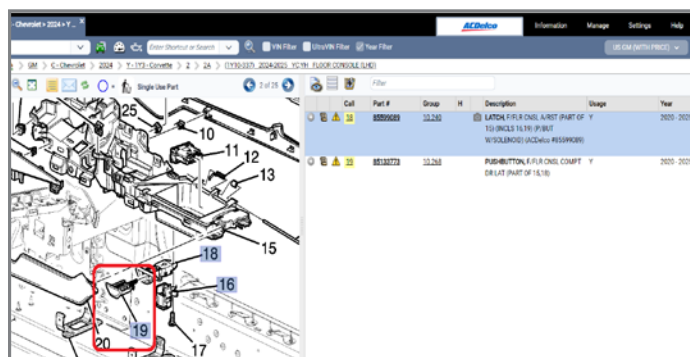
Console compartment pushbutton (PN 85133773)

To release the console compartment door when the pushbutton is inoperative, insert a plastic trim tool behind the button. With the compartment door open, use the trim stick to release the pushbutton from the latch assembly.
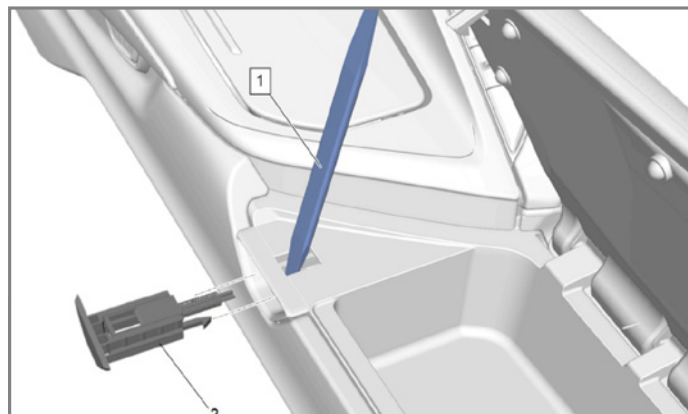
Console compartment pushbutton (PN 85133773)

Check that the spring remains with the pushbutton. If it does not, use a suitable tool to remove it from the armrest latch. The spring and latch slider should be transferred to the new pushbutton.

USE CORRECT LABOR CODE

Different labor codes are available for replacing only the center console pushbutton and replacing the latch assembly. Be sure to use the correct labor code that most closely matches the repair. Labor code 1036140 has been released for replacing only the console pushbutton.

Spring (#1) and latch slider (#2)

For more information, refer to Front Floor Console Compartment Door Latch Pushbutton Replacement in the appropriate Service Information.

▶ **Thanks to Lane Rezek**

TCSC Top Issues This Week

The Techline Customer Support Center (TCSC) is available to help dealerships with diagnostic and programming issues related to Techline Connect (TLC) and the Service Programming System (SPS).

TCSC has now released their latest tips to help technicians when using Techline Connect applications. Look for the latest tips on TechLink each week.

To get the most out of Techline Connect, be sure to review the following items before making a call to the TCSC.

The following information covers current issues and trends facing dealerships as of August 7, 2025.

WEEKLY ISSUES

1. 2024+ T1XX Pickup (LD/HD) Wireless Keypad Accessory Kit Learn Failures

There is currently an issue with the Wireless Keypad Accessory kits for 2024 and later model year Silverado 1500, Sierra 1500, Silverado 2500HD/3500HD and Sierra 2500HD/3500HD where the keypad may fail to learn to the vehicle. An error message "Communication Could Not Be Established" and/or "Write Failure" may be seen.

This is a known issue, and engineering is currently researching a solution. There is no ETA for resolution.

2. 2025 T1 Truck Extended Idle (SK4) Now Available

Calibrations for Extended Idle (SK4) have now been released for 2025 Silverado 1500, Sierra 1500, Silverado 2500HD/3500HD and Sierra 2500HD/3500HD models.

Please reach out to TCSC to have this reconfiguration completed.

Calibrations have not yet been released for 2025 Tahoe, Suburban, Yukon and Escalade models. The expected release for the calibrations for the full-size SUVs is late August 2025.

3. 2025 T1 Series (Full-Size Trucks and SUVs) Tire Downsizing Not Supported

Downsizing tires of any kind is not supported on any 2021 to current T1 Series vehicle. This includes Silverado and Sierra trucks and Tahoe, Suburban, Yukon and Escalade SUVs.

4. Bulletin #25-NA-081: Calibrations Now Available for 2024-2025 XT4 Rear Short-Range Radar.

Calibrations for the rear short-range radar are now available, and the document has been updated to include both 2024 and 2025.

This issue is due to a software anomaly, and the B233R rear short-range radar and side object detection modules must be reprogrammed. Refer to document ID: 6879049 for details.

5. Vehicle-Wide Programming Failures Related to SDGM Memory Issues

There is a known issue with the SDGM that may cause Vehicle-Wide Programming (VWP) to fail on any vehicle currently enrolled in VWP. The error may appear as a failed VWP event, or multiple modules losing communication after failed VWP.

To correct this issue, pull the fuse for the SDGM for 2 minutes, or disconnect the 12-volt battery and re-attempt after re-connecting.

If there are any further issues, please reach out to TCSC for support.

6. 2025 Full-Size SUV 24-Inch Tire (QKN) Support

Currently, Service Information Document: 6791277 shows that the upsizing of the 24-inch tire (QKN) is not supported from a smaller size (20/22-inch tire) on 2025 Escalade, Tahoe, Suburban and Yukon models.

The 24-inch tires are supported only on vehicles built with 24-inch tires from the factory. At present, there are not any calibrations that will allow a reconfiguration to 24-inch tires from a smaller tire size.

The reason behind this is that there are differences between how the vehicles are built when they are produced at the factory with 20-inch or 22-inch tires and when the vehicles are built with 24-inch tires.

7. 2025 T1 Truck Manual Regeneration (FPF) Not Yet Available

Calibrations for Manual Regeneration (FPF) have not yet been released for 2025 Silverado and Sierra trucks. These vehicles are planned to be supported but no ETA is available yet for when the calibrations will be released.

8. DTC U3000 Set After One or Both Side Blind Zone Modules Replaced on 2023+ Colorado, Canyon, Corvette, CT4 and Envision

Engineering is tracking down the cause of this concern. Please answer the following questions to the best of your ability and provide them in your DCM case to TCSC for the quickest possible service:

- Do the replacement SBZ module(s) have a green dot/line on the part label?

- Where did you obtain the new service parts from?

- Were these parts ordered? If so, from where?

- Is there currently a SPAC case set up for this issue?

- Were these parts obtained from another dealer?

COMMON ISSUES

1. Bulletin #24-NA-098: SPS Best Practices and Programming Error Troubleshooting

Document ID: 6662319 has been published to assist with common programming errors, descriptions and recommended helpful/general troubleshooting for SPS errors. Please refer to this page if you encounter a programming error within SPS2/TLC.

2. TLC Restricted Access

The following message may be seen when attempting to access Techline Connect:

The message indicates that the current ID is blocked from accessing Global Connect. This can be for several reasons but typically is due to a counterfeit MDI device.

The message indicates the current ID is blocked from accessing Global Connect.
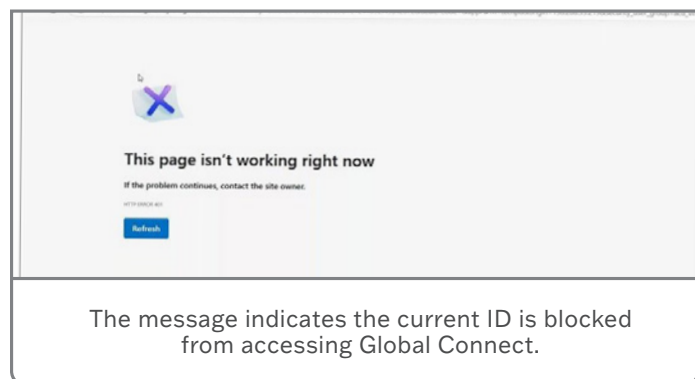
To unblock the account, reach out to TCSC via Dealer Case Management (DCM) with the following information:

- User ID in Global Connect

- Email of User

- First and Last Name of User

- BAC/Dealer Code and Name of Dealership

TCSC will be able to reach out to the Cybersecurity team that will be able to determine the cause of the block and may be able to unblock the account. In the case of a counterfeit MDI, the counterfeit tool must be destroyed, and a legitimate Bosch device must be used to ensure the ID is not blocked again. Repeat offenders may not be unblocked from access.

3. E-9111/E-9113 TCM/MCVM Operation Errors

An E-9111 or E-9113 error may occur when programming the TCM, or after replacing the transmission assembly/valve body, and entering the TUN/PUN under MCVM Operations in SPS2.

The error is caused by a mismatch in data between the vehicle's TUN/PUN and the TUN/PUN uploaded in the GM database. Please ensure the complete TUN/PUN number is entered correctly, and that the TUN/PUN is in capital letters. Double check that the number zero (0) is not a letter "O" and that there are not any typos or extra characters.

If the TUN/PUN is correct, open a DCM case with TCSC and attach a clear picture of the replacement TUN/PUN in the case, as TCSC will require these to work with Engineering and have the issue addressed.

If you are receiving these errors via programming and the TUN/PUN was not replaced, TCSC may still require the TUN number.

4. Radio/IPC Part Missing from SPS2 Part Dropdown

When performing IPC Graphics programming o Radio USB programming, you may be prompted in SPS2 to select "Service Hardware." However, this is inaccurate.

For IPC Graphics programming, use the "Boot Software Part Number 1" found in GDS2 under Identification Information.

Similarly, for Radio USB Programming, use the "Calibration Part Number 1" (also may be called "Application Part Number 1") found in GDS2 under Identification Information.

5. 2024-2025 Silverado 2500HD/3500HD and Sierra 2500HD/3500HD Adding ZW9 (Bed Delete) Built with UV2 (HD Surround Vision Camera)

Engineering has confirmed that there are not any compatible calibrations that support both RPO ZW9 (Bed Delete) and RPO UV2 (HD Surround Vision Camera).

Please be advised that ZW9 cannot be added to vehicles with UV2 regardless of trim level.

HOW TO CONTACT TCSC

- **U.S. ONLY:** Assistance can be provided by using the Dealer Case Management (DCM) portal on Global Connect. If additional support is needed once the DCM case is created, contact TCSC at 1-800-828-6860. For U.S. only, a DCM case is required for phone support.

- **Canada:** Contact TCSC at 1-800-828-6860 (English) or 1-800-503-3222 (French).

- **All other regions:** Contact your regional Technical Assistance team for Global Techline Support.

▶ **Thanks to the Techline team**

The Info on Dealer Information
CHOOSING THE RIGHT CONTACT FOR SERVICE DEPARTMENT CONCERNS

In an effort to get the most useful information to dealerships, the GM Technical Assistance Center (TAC) has released an updated list of organizational contacts for service departments. It covers who to contact for specific situations — in essence, a list of where to go for what you need.

TECHNICAL ASSISTANCE CENTER (TAC)

TAC offers technical repair and diagnostic assistance. TAC does not authorize warranty or component replacements.

When a case is started with TAC, choose one of the following areas to get to the correct person for your specific issue.

- Body and Accessories
- Brakes
- Driveline or Axle – including 4WD or AWD

- Electric Vehicles
- Engine – Gas or Diesel
- General Information
- HVAC
- Hybrid – select from are 8 Hybrid choices
- Infotainment
- OnStar
- Restraints
- Safety and Security
- Steering
- Suspension
- Transmission and Transaxle
- XM

DISTRICT MANAGER PARTS AND SERVICE (DMPS) OR SERVICE MANAGER

Contact your DMPS for authorization on component replacements.

TECHLINE CUSTOMER SUPPORT CENTER (TCSC)

TCSC provides end-to-end troubleshooting and resolution for all Techline software applications related to GM North American vehicles, including vehicle service programming, calibration issues, scan tools, dealership PC hardware, and dealership internet and infrastructure connectivity.

TCSC also provides troubleshooting and resolution for ACDelco Techline, which are Techline service applications that are available to the aftermarket community via the ACDelco TechConnect portal.

SERVICE INFORMATION (SI)

Feedback is provided on all document pages in SI. For any issues with Service Information, please submit feedback using the feedback "mail" button ( ) on the page with an error.

SPAC

A SPAC case is the highest priority order type in the GM Customer Care and Aftersales system. A SPAC case is set up when a part is on backorder for an urgent customer concern.

PARTECH

Partech is parts technical assistance that can help with parts accuracy, number changes and identification concerns.

Partech also can help with GM Accessory questions, including installation sheets, missing kit components, quality issues and vehicle compatibility.

ACCESSORY DISTRIBUTOR INSTALLER (U.S.)

Contact your local Accessory Distributor Installer (ADI) with a question or concern related to Limited Production Option (LPO) parts.

Please use these contacts in your dealership to quickly connect with the correct people who can address your issue, helping to reduce unnecessary transfers and callbacks.

▶ **Thanks to Aron Wilson**