

Faster Case Response Times in CX Connect

New Case: Dealer

Select a "Type", "Intent", and "Sub Intent" if necessary, from the dropdowns and click "Save".
Once you click "Save", your Draft Case will be created and you can add additional information.

Case Information

* Case Origin

Dealer Portal

Vehicle

Search Vehicles...

* Account Name

Customer And Relationship Services

* Contact Name

John Sauer

Status

Draft

Type

--None--

Intent

--None--

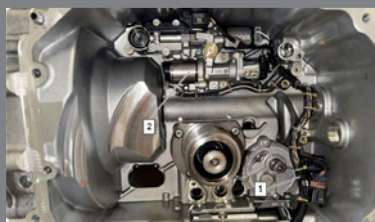
Sub Intent

--None--

Back

Save

To avoid wait times for technical support, prior to contacting TAC and TCSC, open a support case within CX Connect.



Transmission Park Lock Valve Parts Released

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Faster Case Response Times in CX Connect

To avoid wait times for technical support in the dealership, prior to contacting the GM Technical Assistance Center (TAC) and Techline Customer Support Center (TCSC) as well as and other dealership support teams (DBC/Partech/DPAC/GMPSC), technicians and other service department personnel (U.S. only) should open a support case within CX Connect.

Access CX Connect using the app center within Global Connect and select Launch. Most support cases can be resolved in the system without the need to call in, helping to resolve issues more quickly.

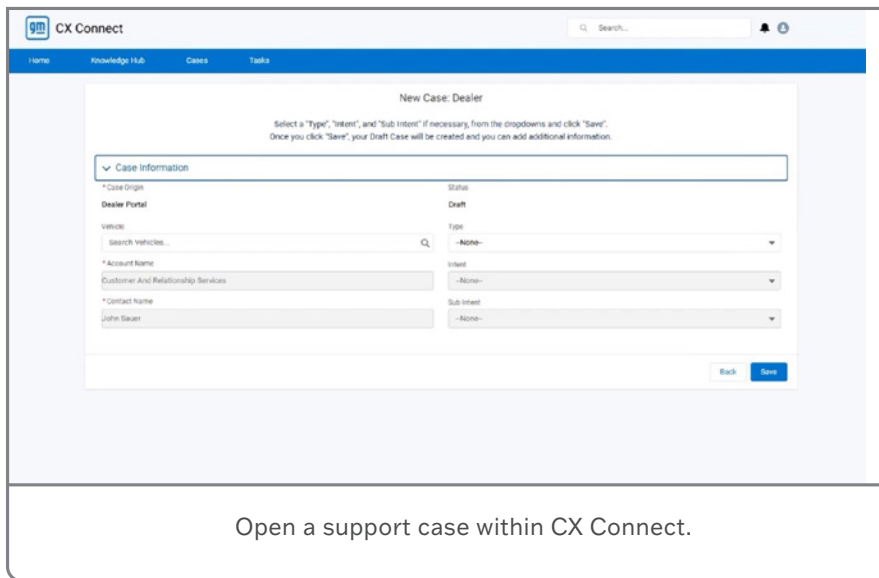
LEARN MORE

To learn more about creating a case in the new system, view the CX Connect Case Creation Help job aid. It includes step-by-step instructions for creating a case, including entering vehicle information, completing the dealer instructions and filling out the assessment fields.

TIP: A short online training course is available on how to open a new TAC case using CX Connect. Look for the Video on Demand course CX-WBT332-V on the Center of Learning.

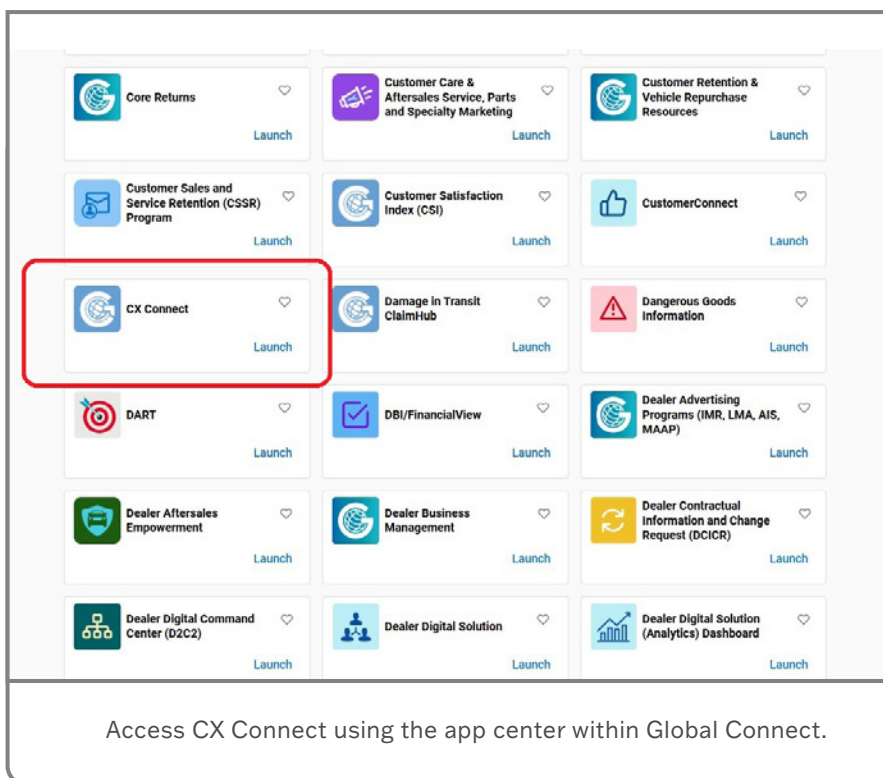
If phone support is still needed after creating a CX Connect case, please have your case number ready for the next available Advisor when calling.

► Thanks to John Sauer



The screenshot shows the 'New Case: Dealer' interface in CX Connect. It features a search bar at the top, followed by a 'Case Information' section with fields for Case Origin, Dealer Portal, Vehicle, Account Name, Customer and Relationship Services, Contact Name, Status, Type, Intent, and Sub Intent. A 'Save' button is located at the bottom right of the form.

Open a support case within CX Connect.

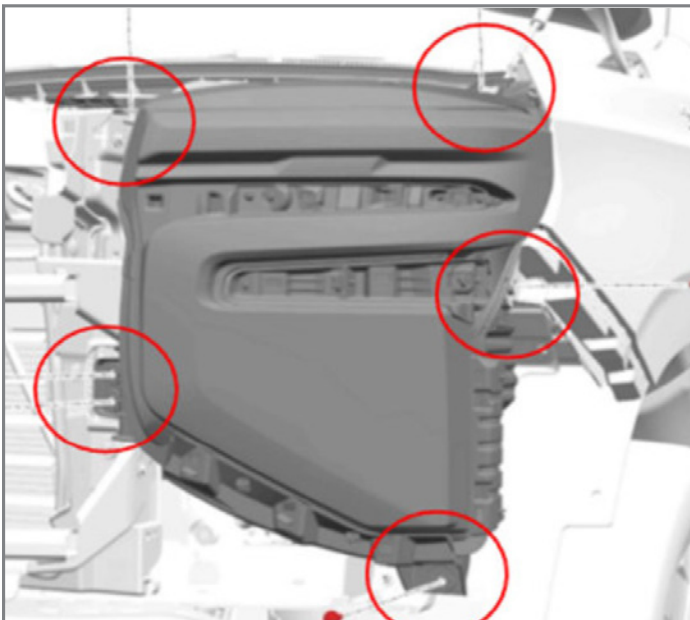


Headlamp Cooling Fan Humming Sound

A humming or buzzing sound may be heard coming from the front of some 2025 Tahoe, Suburban, Yukon and Escalade models. The sound may be the headlamp mounting amplifying the normal resonance of the headlamp cooling fan.

The headlamp cooling fan directs airflow over the components to help dissipate heat, enabling the LED bulbs to operate at optimal temperature levels. Direct contact between the headlamp assembly and the vehicle body may lead to increased vibration and noise transmission.

To determine if the internal cooling fan is the source of the noise, check the headlamp assembly with the headlamp switch on and off. Cycle the headlamps on and off while monitoring for changes in the humming/buzzing sound. Loosen the headlamp and reposition it to observe any change in noise or vibration.



Headlamp mounting locations (Tahoe shown)



Apply 1-inch squares of foil-backed butyl tape

If the headlamp assembly is confirmed as the root cause, apply 1-inch squares of foil-backed butyl tape to the headlamp mounting locations.

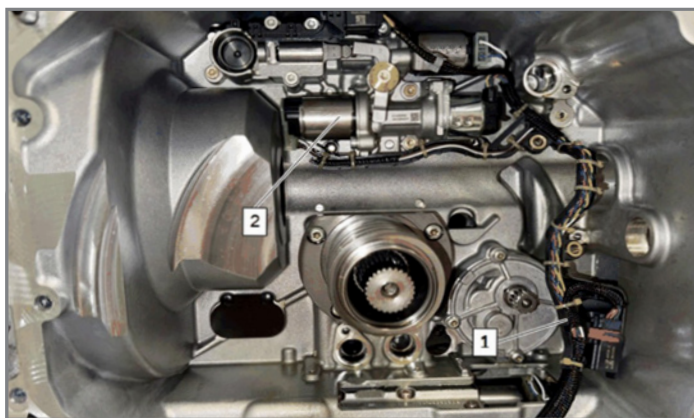
The foil-backed butyl tape will dampen vibration and eliminate resonance transfer to the surrounding body panels.

Refer to Bulletin #25-NA-250 for additional information, including part numbers.

► Thanks to Rich Renshaw

Transmission Park Lock Valve Parts Released

Park lock valve-related faults on 2020-2025 Corvette models were previously repaired by replacing the transmission assembly (RPO M1L, M1M, MLH). Parts and service procedures are now available for servicing the park lock valve and harness, eliminating the need for transmission assembly replacement.



Transmission wiring harness (#1) and park pawl actuator (#2)

There are several Service Information documents that deal with park lock valve conditions, including Bulletin #23-NA-176, which covers park sensor drift, and Bulletin #23-NA-197, covering a dislodged snap ring in the direct clutch assembly.



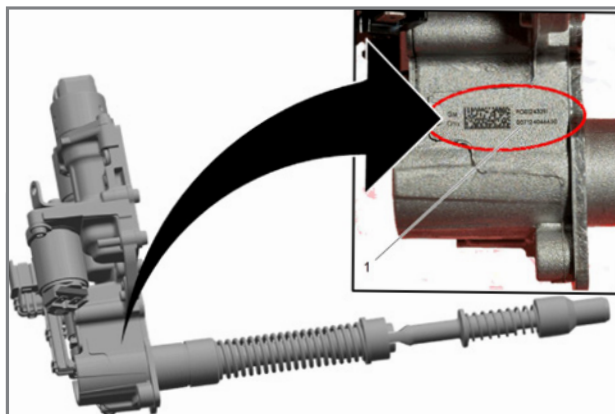
Bulletin #23-NA-197 covers repairs for a dislodged snap ring.

If it's determined that the park pawl actuator needs to be replaced, here are some helpful tips.

Refer to Service Information Doc ID 6837160 for park pawl actuator replacement instructions.

After repairs, the Transmission Control Module (TCM) will need to be programmed with a VCI number from TCSC. The new park pawl actuator will need to be fine-tuned to the particular transmission being repaired, and the calibration allows for the learn to be performed.

The park pawl actuator PUN will need to be characterized, so it will be helpful to take a picture of the PUN before transmission reinstallation. The PUN is 22 digits and etched/printed number is very small. It begins with PO. If the PUN is not characterized, the vehicle may not start. The vehicle must be able to be started to perform the relearn. If the correct PUN is not used, it may be necessary to remove the transmission again to confirm the PUN.



22-digit park pawl actuator PUN

The park lock valve learn must be run after TCM reprogramming and characterization, improper calibrations in the TCM will result in a failure 2F01 when attempting to run the learn.

The wiring harness will need to be replaced if any retainers are broken when removing the harness.

CONTINUED ON PAGE 5

Automatic Transmission Fluid Appearance and Color

When servicing 8T45/50/60, 9T45/50/60/65 and 6T30/35/40/45 transmissions on 2016-2025 Malibu; 2017-2026 XT5; 2018-2026 Enclave; 2019-2026 Blazer; 2020-2022 Encore; 2020-2025 XT6; 2020-2026 Encore GX, Envista, Equinox, Trax, Acadia; 2021-2026 Envision, Trailblazer; 2024-2025 XT4; and 2024-2026 Traverse and Terrain models, the automatic transmission fluid may have a difference in appearance and color. The fluid in some transmissions may have a very dark appearance, almost as if the fluid has been overheated or the transmission clutches are distressed.

The automatic transmission fluid in these transmissions may be red, brown, or black. It often will be darker as mileage increases. The fluid in these transmissions also tends to turn darker due to rust inhibitors used on internal transmission parts during assembly.

If transmission fluid appears dark, do not assume that the transmission has internal damage, and continue with diagnosis



Automatic transmission fluid may be red, brown, or black.

of the concern. The transmission as well as the transmission fluid should not be replaced based only on the appearance of the transmission fluid.

During diagnosis, check the appearance of the fluid and for excessive metal particles or other debris:

- A small amount of friction material is a normal condition.
- A small amount of metal from the manufacturing process is a normal condition, which may be observed as fine silver streaks floating in the fluid.
- Large pieces and/or metal pieces in the fluid, or fluid that feels gritty when rubbed between your fingers, may indicate internal hardware damage and requires that the transmission be removed from the vehicle for further diagnosis.
- Cloudy or milky fluid or fluid that appears to be contaminated with water may indicate engine coolant or water contamination. Refer to Bulletin #08-07-30-035 for testing and more information.
- Fluid that smells burnt may be an indication of a possible failure within the transmission. Confirm any internal damage with a further teardown of the transmission.

TIP: Refer to vehicle's Owner's Manual for Severe Usage descriptions and advise customers accordingly about proper transmission fluid replacement.

Refer to Bulletin #25-NA-267 for additional information.

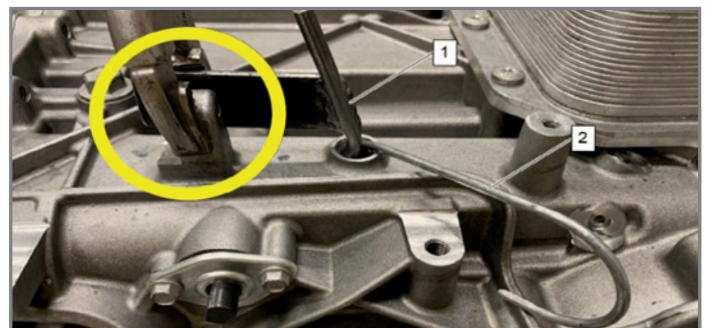
► Thanks to Matt Razz

PARK LOCK VALVE, FROM PAGE 4

Check out the December 2024 Emerging Issues seminar for a video providing detailed instructions on feeding the park rod back into the transmission using the Plunger Shaft Lifting Tool and Park Pawl Engagement Tool.

For more information and part numbers, refer to #PIP6084.

► Thanks to Steve Schipansky



Plunger Shaft Lifting Tool (#1) and Park Pawl Engagement Tool (#2)



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 September 24, 2025.

WEEKLY ISSUES

1. 2026 Silverado 1500 and Sierra 1500 Trucks Now Supported for Wireless Keypad Accessory

Calibrations have been released and TCSC is now able to make the necessary changes to support the addition of the keypad accessory on 2026 light-duty trucks. Please contact TCSC to have this accessory added.

There is currently an issue with Wireless Keypad Accessory kits for 2024 and 2025 LD/HD pickups where the keypad will fail to learn to the vehicle. You may see the error: "Communication Could Not Be Established" and/or "Write Failure."

This is a known issue, and engineering is currently researching a solution. There is no ETA at this time.

2. Front-View Camera Programming or Camera Learn Issues Specific to 2024 Colorado and Canyon (ZR2)

There is currently a known issue with the Front-View Camera involving ONLY 2024 Colorado/Canyon built with ZR2 and UHY, and without UWI, UKW, or ULV.

The Front-View Camera may fail to program or set loss of communication codes such as U0265. The Camera Learn also may fail in GDS2 with various errors.

A VCI is required to correct this problem. Please reach out to TCSC for this fix.

3. Bulletin 25-NA-251 – Vehicle-Wide Programming may Result in a Partial or Failed Condition Where a Majority of the Controllers Fail to Program

There is currently a known issue with the SDGM that may cause VWP to fail on a wide array of vehicles.

This is caused by a known memory issue with the SDGM and requires a power cycle of the SDGM to correct. Please see Document ID: 6994285 for full details.

4. #PIT6428: 2022 T1XX LD Trucks and T1 SUVs Built with IOR Radio

When attempting to program the Radio (Non-USB) through SPS2, specific to ONLY 2022 Silverado 1500 and Sierra 1500 trucks as well as 2022 Tahoe, Suburban, Yukon and Escalade SUVs, an E-4491/E-4423 error may appear that shows unknown reprogramming error 1 at step 0 as seen below:

- E4491: Reprogramming Error! Check all connections and reset Programming Interface!
- E4423: Unknown reprogramming error 1 at step 0

This is a known issue. If you are receiving this error, please contact TCSC for a VCI to correct this problem. Refer to #PIT6428 for more information.

COMMON ISSUES

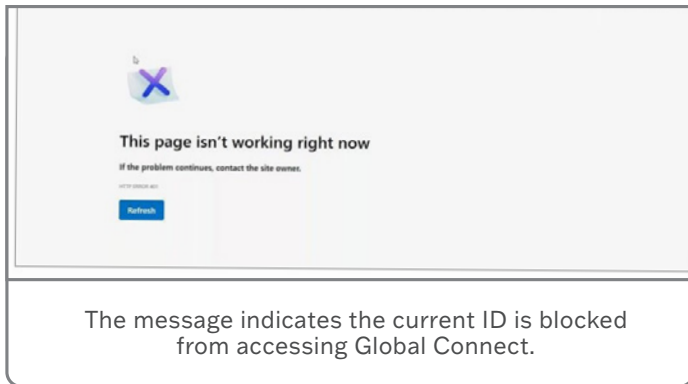
1. Bulletin #24-NA-098: SPS Best Practices and Programming Error Troubleshooting

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.



To unblock the account, reach out to TCSC via CX Connect 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. T1XX Trucks ECM/Radio/IPC Part Missing from SPS2 Part Dropdown

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

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

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

Additionally, for the ECM, use the "Calibration Part Number 1" (also may be called "Software Module 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.

6. T1 Full-Size Trucks and SUVs Downsizing of Tires is NOT Supported

Please be advised that downsizing tires of any kind is not supported on any T1 series vehicle from 2021 – Current. This includes full-size trucks (Silverado, Sierra) as well as SUVs (Tahoe, Suburban, Yukon, Escalade).

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

Engineering has found the root cause of this issue, which has been resolved on newer parts. Please verify through EPC that the latest HW PN is being used.

HOW TO CONTACT TCSC

- **U.S. ONLY:** Assistance can be provided by using the CX Connect portal on Global Connect. If additional support is needed once the case is created, contact TCSC at 1-800-828-6860. For U.S. only, a 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**

Inoperative Sunroof Due to Air Deflector Clips

The sunroof may not be operating properly and/or the sunroof air deflector may not be functioning properly on some 2017-2023 Acadia; 2018-2023 Enclave, Traverse; and 2024 Enclave and Traverse Limited models. The clips securing the wind/air deflector may not be secure or may have broken, causing the sunroof to be inoperative.

If this condition is found, the clips should be replaced in order to secure the wind/air deflector.

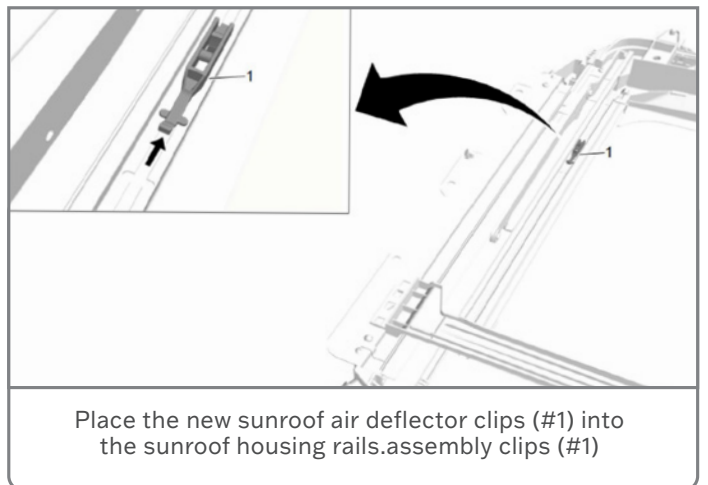
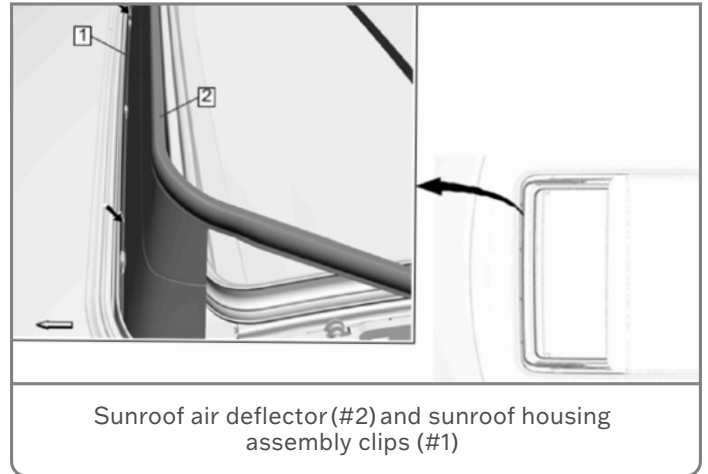
TIP: Do not replace the sunroof for broken air deflector clips. Replace the clips following the procedure covered in Bulletin #24-NA-003.

Replace the clips by opening the sunroof to the fully open position. Push the sunroof air deflector down and back using a suitable tool to release it from the sunroof housing assembly clips. Pull the air deflector up and back to remove it. If the clips are broken, be sure to remove all pieces.

Place the new sunroof air deflector clips into the sunroof housing rails. Gently slide each clip back until the wings of the clip are fully seated into the rail cutouts. Very little downward force is needed. Complete repairs by reinstalling the air deflector and verifying proper sunroof operation.

For more details, including part numbers, refer to Bulletin #24-NA-003.

► Thanks to Jessica Thoma



TECH LINK

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