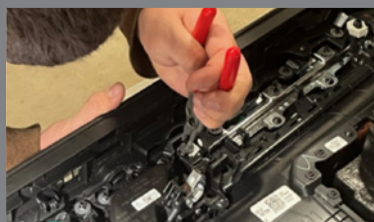


## Enroll Today in the 2026 Technician Excellence Program



*The Technician Excellence Program recognizes and rewards dealership technicians for their technical training achievements.*



### Door Panel Wood Trim Condition

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# Enroll Today in the 2026 Technician Excellence Program

Designed to recognize and reward dealership technicians for their technical training achievements, the Technician Excellence Program (U.S.) has kicked off enrollment for the 2026 program year.

Enrollment takes place through the GM Excellence Executive Dashboard in the Global Connect App Center and will continue through December 31. Dealers must enroll technicians each year in order to participate in the program. Enrollment is not automatic and does not carry over from the previous year.



Enrolled technicians are recognized for achieving technical training certifications and meeting other service criteria.

Program requirements remain the same for the 2026 program year and include training achievements in the Center of Learning as well as a repair order count qualifier based on data from the Global Warranty Management system.

Enrolled technicians will be rewarded quarterly for achieving Gold Certification or Master Technician Certification (MTC) status in 11 technical categories. Technicians earn World Class Technician (WCT) status when they achieve 8 of 9 MTCs with their accompanying ASE/Gold certification in each qualified area at the end of each quarter.

New dealership technicians also receive a \$500 gift card for the purchase of tools upon completion of one year of service if the technician's Center of Learning profile is created in the same program year.

For complete details, refer to the 2026 Technician Excellence Program Guidelines on the GM Excellence Executive Dashboard. Here are a few highlights of the program.

## AWARD CRITERIA

In order to qualify for earnPOWER rewards, enrolled technicians must meet the following requirements:

- Must meet training requirements of Gold, Master Technician Certified (MTC), or World Class Technician (WTC). New STS training courses can be added by the Center of Learning and need to be completed prior to the end of each quarter. Earnings are higher for more certifications across the 11 service training categories.
- Must complete a minimum of 25 warranty repair orders (RO) per quarter to be eligible. Each enrolled technician's current count can be viewed on the Technician Excellence Dashboard, which is updated weekly. Eligible ROs include those with a technician's GM Identification Number (GMIN) paid through Global Warranty Management (GWM) that include a Warranty, Policy, Dealer-Installed Parts Warranty, Field Action, or Pre-Delivery Inspection (PDI) add-on (e.g., dealer-installed accessory) line. The RO is counted when the RO is submitted to GWM by your dealership, not the date of the RO or when the repair was completed. World Class Technicians are exempt from the repair order count qualifier.
- Must show 100% trained for viewing the applicable Emerging Issues seminars at the end of each quarter.
- Must show 100% in Fundamentals/Bronze Certification at the end of the quarter. All Fundamentals courses are web- or video-based and can be completed in-house.

## TRACKING PROGRESS

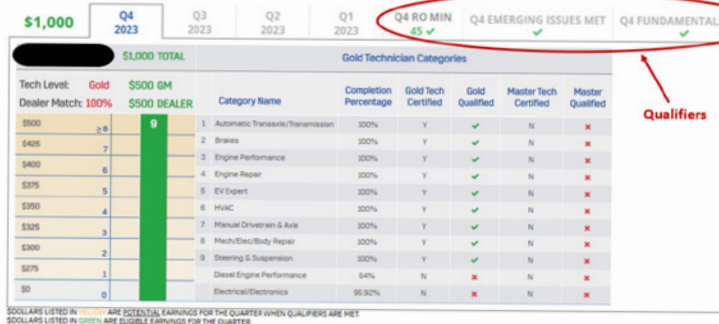
Service technicians can monitor their progress toward achieving Gold, MTC and WCT Certifications throughout the year using the GM Excellence Executive Dashboard found in the Global Connect App Center.

The Dashboard includes technicians' progress and earning potential for each certification as well as indicates if they've met the qualifiers of the minimum 25 RO count. The RO count is updated weekly.

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## Technician Dashboard Example

Technician Excellence



Track technicians' progress using the Dashboard.

Technicians can view their training progress toward certification on the Center of Learning website, including which required courses still need to be completed. Technicians may not be up to date on Fundamentals, Emerging Issues, and/or ASE certifications even though Master Technician Certification (MTC) or World Class Certification (WCT) status is shown on the Center of Learning.

**TIP:** Be sure to confirm your email is up to date in the Center of Learning.

## POINTS REDEMPTION

earnPOWER Rewards can be redeemed for merchandise, gift cards, travel and much more. Technicians who meet the qualifiers will receive earnPOWER points each quarter based their highest level of certification:

- Gold Certification – Earn up to 500 earnPOWER points per quarter.
- Master Technician Certification – Earn up to 1,000 earnPOWER points per quarter.

- World Class Technician Certification – Earn up to 1,500 earnPOWER points per quarter.
- Technicians who are World Class Technician-certified and current on all training also will earn 250,000 GM Rewards points (valued at \$2,500) annually.

GM Rewards points can be applied toward several redemption options, including eligible paid service, parts and accessories, or an eligible, new GM vehicle purchase or lease, a certified pre-owned GM vehicle, or a CarBravo certified used vehicle purchase.

## NEW FOR 2026

GM Rewards points earned through the Technician Excellence Program are now stackable with the Dealership Employee Discount on a new vehicle purchase. This includes points earned in previous program years.

Member enrollment is required to receive points. Refer to the program guidelines for complete details.

## QUARTERLY PAYOUTS

At the conclusion of each quarter, all program criteria is reviewed to ensure all quarterly requirements have been met. With this information, GM Program Headquarters determines participating dealers' service technicians' qualifications for the quarter.

World Class Technicians with a validated GM Rewards account who have met the quarterly training requirements will receive the annual GM Rewards points at the conclusion of each quarter.

For more information about the Technician Excellence Program as well as training opportunities in your dealership, talk with your dealership service manager.

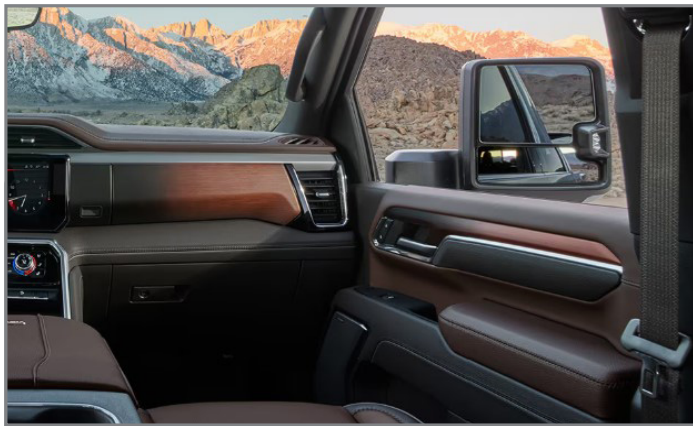
► Thanks to Tara Sculley



# Door Panel Wood Trim Condition

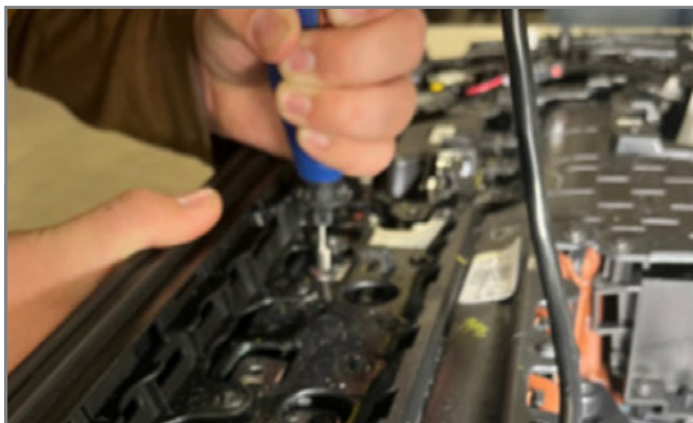
Some 2022-2025 Silverado 1500, Sierra 1500; 2024-2025 Silverado 2500HD/3500HD and Sierra 2500HD/3500HD trucks may have a bubbling or delaminating condition on the wood trim of the door panel.

**TIP:** This condition affects the appearance of the wood trim part of the panel. It does not require replacement of the entire door trim panel.



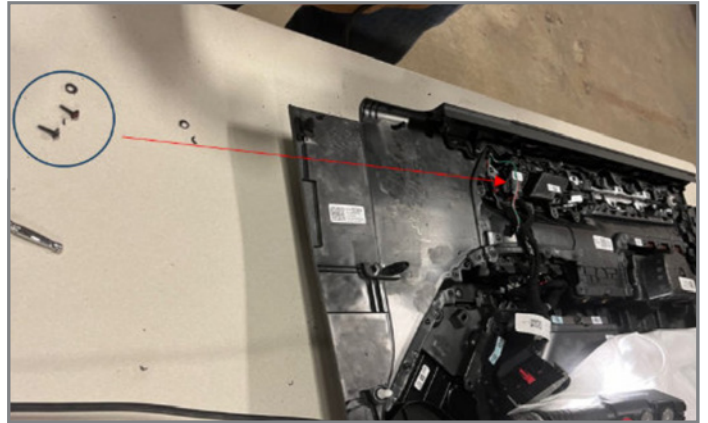
Sierra HD door trim

If delamination of the wood trim is found, remove the door trim panel.



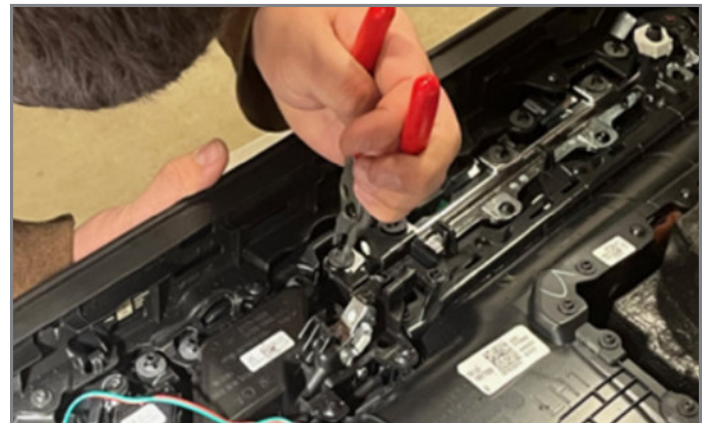
Drill out the 9 welded heat stakes

From the back of the panel, drill out the 9 welded heat stakes.



Remove the 2 torque screws.

Next, remove the 2 torque screws to push out the decorative trim part. It may be necessary to disconnect and remove the LED wire to prevent damage.



Install the new decorative trim part.

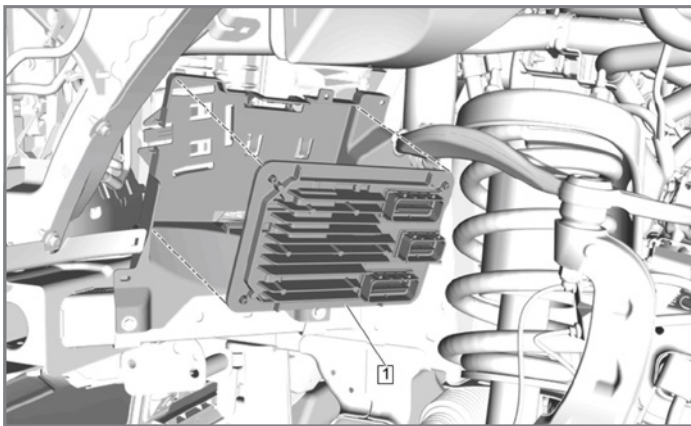
Install the new decorative trim part, pal nuts and 2 torque screws. Next, reinstall the door trim panel.

Refer to Bulletin #25-NA-141 for additional information, including part numbers for the decorative trim part.

► Thanks to Kevin Minor

# Engine Control Module Diagnosis and ECM Part Restriction

The E01 Engine Control Module (ECM) for 2022-2026 CT4, CT5, Silverado, Sierra; 2023-2025 Envision; 2023-2026 Colorado, Canyon; and 2024-2025 XT4 models equipped with the 2.0L engine (RPO LSY) or 2.7L engine (RPO L3B) has been placed on a part restriction. The restriction will help gather product feedback before replacing the ECM. :



ECM (Sierra shown)

As part of diagnostic process, verify the vehicle condition is not related to a wiring/connection issue or calibration update. Review the following bulletins for more information:



Engine wiring harness chafing at the wastegate linkage.

- Bulletin #25-NA-197: Engine wiring harness chafing at the turbocharger heat shield or wastegate linkage – 2023-2025 Colorado, Canyon



Engine wiring harness contacting the A/C lines.

- Bulletin #25-NA-301: Engine wiring harness chafing at multiple locations in the engine compartment, including the engine cover, cylinder head bolts or A/C lines – 2022-2025 Silverado, Sierra
- #PIP6023C: Poor connection at the X160 connector between the engine wiring harness and the fuel injector wiring harness. The X160 connector connects the engine wiring harness to the fuel injectors, the fuel rail pressure and temperature sensors, and the knock sensors – 2023-2025 Colorado, Silverado, Canyon, Sierra
- Bulletin #24-NA-180: Knock sensor service calibration update – 2024 Colorado, Canyon

CONTINUED ON PAGE 8



# 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 December 3, 2025.**

## WEEKLY ISSUES

### 1. Failure to Program Standalone Image Processing Control Module

Changes have been made in SPS to improve the success rate of this programming event. If E-4491 failures during programming are encountered, reattempt programming up to 2 times before reaching out to TCSC for support. If E-4399 failures are encountered, cycle the fuse for the module before reattempting programming.

Refer to #PIT6462 for additional troubleshooting assistance.

### 2. Image Processor Control Module (IPM) Fails to Program in 2024 Vehicles (T1LD, T1HD, Silverado EV/Sierra EV, HUMMER EV, Envision, Lacrosse, Acadia, Traverse, LYRIQ, Equinox EV, Blazer EV, Malibu and XT4)

Due to a supplier issue, dealers who have ordered Part Number 13557733 may have received Part Number 13564342 from SPECMO. PN 13564342 is not a compatible part number for 2024 model year vehicles and will fail to program, resulting in an E-4491 error in SPS2.

The issue has been corrected and PN 13557733 is now available to order from SPECMO.

### 3. 2025 T1XX LD Trucks Software Reconfiguration Issue

There is an issue with 2025 T1XX LD Trucks BCM software that does not allow TCSC to reconfigure the following accessories or reconfigurations:

- Fast Flash (bulb outage detection) Removal (ZW9)
- Remote Start Add
- Speed Governor Changes (adding or removing)
- Police Vehicle Reconfigurations
- High Idle (UF3)
- Engine Timeout Disable (SK4)

Engineering is working to resolve this issue. There currently is no ETA for a fix. Refer to #PIT6443 for more information.

Note: Tire reconfigurations are still supported for these vehicles.

### 4. 2025 HD Trucks Wireless Keypad Accessory Issue

There is an issue with Wireless Keypad Accessory adds on 2025 HD Trucks where the keypad will fail to learn to the vehicle. The error "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 a fix.

Note: All other T1XX LD/HD keypad issues have been resolved. Before performing the wireless keypad learn, the BCM must be programmed to receive the latest calibrations.

### 5. 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 DTC 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.



## COMMON ISSUES

### 1. 2024+ Silverado 2500HD/3500HD and Sierra 2500HD/3500HD Adding ZW9 (Bed Delete) Support

Engineering has confirmed that there are not any compatible calibrations that support both RPO ZW9 (Bed Delete) and RPO UV2 (HD Surround Vision Camera). RPO ZW9 cannot be added to vehicles with RPO UV2 regardless of trim level.

Note: RPO ZW9 is supported for both long and short bed models and is also supported regardless of 17/18/20/22-inch tire sizes.

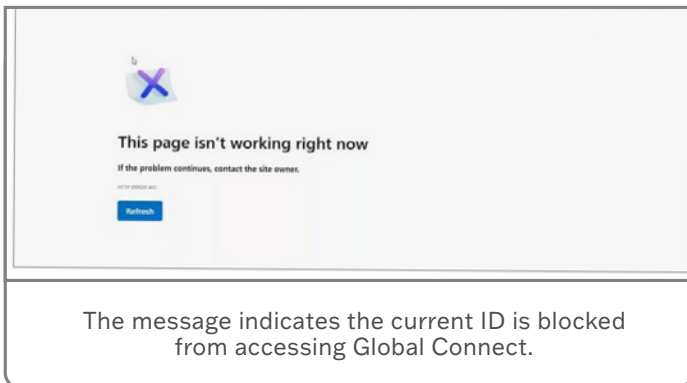
### 2. Bulletin #24-NA-098: SPS Best Practices and Programming Error Troubleshooting

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.

### 3. 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.

### 4. 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/PN 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.

### 5. T1XX Trucks ECM/Radio/IPC Part Missing from SPS2 Part Dropdown

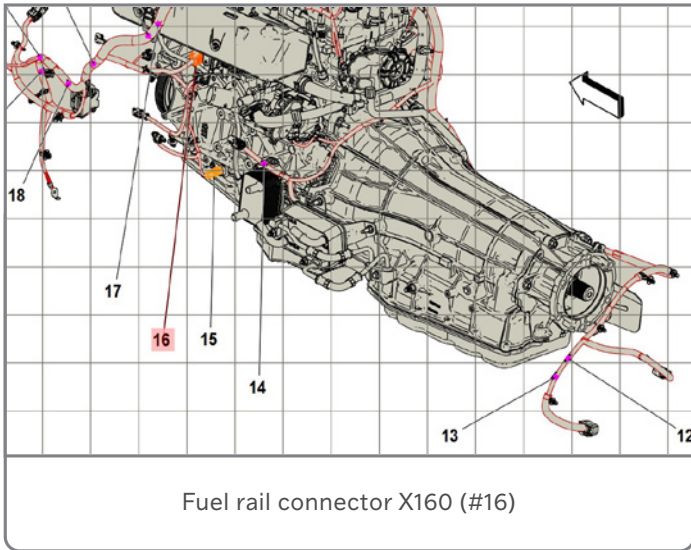
When performing IPC Graphics programming, Radio USB, or ECM programming, you may be prompted in SPS2 to select "Service Hardware." However, this is misleading.

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.

CONTINUED ON PAGE 8



- Bulletin #25-NA-347: Engine wiring harness chafing between the ECM connector X2 and X201 at roughly 5 to 7 inches from the ECM. The contact and subsequent harness chafing point may be at the right-front suspension shock absorber mounting stud – 2023-2026 Colorado, Canyon

If the source of the vehicle condition is not identified after reviewing these bulletins, be sure to have the Service Information



Right-front suspension shock absorber mounting stud

document that has led to ECM replacement available and be prepared to review the diagnostic steps that led to ECM replacement before contacting the Technical Assistance Center. Also refer to Document 5207120 – Testing for Intermittent Conditions and Poor Connections in the appropriate Service Information.

For additional details, refer to #PIP6092A.

► Thanks to Robert Halas

## TCSC, FROM PAGE 7

### 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. Speed Governor Calibrations Not Available for 2025+ T1 Trucks (LD/HD) Built with QHY Wheels

Calibrations have not been released for Speed Governors (9C2, 9B9, 9D7) for 2025+ Trucks (Silverado/Sierra) built with QHY (LT235/80R18) wheels.

There is no planned release for these calibrations at this time.

### 8. 2025+ T1XX Trucks and SUVs with 9C1/5W4 – Auto Protected Idle Requires No Changes from TCSC

These vehicles are pre-built with the correct calibration for Auto Protected Idle and no changes are required from TCSC.

If the build date of the vehicle is before August 2025, the vehicle will require a BCM update through SPS2 to receive the latest calibrations to accommodate the Auto Protected Idle.

Note: Auto Protected Idle does not add Extended Idle. Extended Idle is already enabled on 2025+ vehicles built with 9C1/5W4.

## HOW TO CONTACT TCSC

- **U.S. ONLY:** Assistance can be provided by using the CX Connect portal in Global Connect. If additional support is needed once the CX Connect 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



# Check Ground Terminals for Transmission Fluid Temperature Sensor Circuit Condition

Some 2024-2026 Chevrolet 5500 HG/5500 XG Low Cab Forward (LCF) models equipped with the 6.6L V8 engine (RPO L8T) and 6-speed Allison automatic transmission (RPO MW7) may have several DTCs set in the Transmission Control Module (TCM) along with an illuminated Check Engine light. DTC P0711 (Transmission Fluid Temperature Sensor Circuit Performance) and P0700 (Transmission Control Module Requested Malfunction Indicator

Lamp Illumination) may set in the TCM due to corrosion of the TCM chassis ground terminals. This condition may be found more often on vehicles driven in cold climate regions where salt is spread on the roads.

If DTC P0711 is set, inspect the TCM chassis ground terminals J-400 and J11, located on the bottom of the right-front frame rail behind the front bumper.

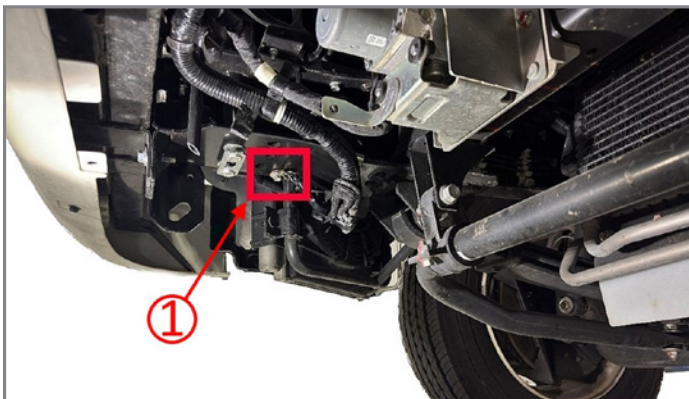
Remove the ground bolt from the frame rail and use a wire brush to clean the bolt, ground terminals and frame contact area. All bare metal surfaces should be completely clean of any corrosion. Install the bolt with both grounds and torque to specification.

In addition, check that the connector cavities are clean and dry. Apply dielectric silicone lubricant to the ground terminals and bolt.

Test drive the vehicle and confirm the DTCs have not returned. If DTC P0711 sets, the vehicle should be referred to a certified Allison repair facility.

For more information, refer to Bulletin #25-NA-354

► Thanks to Rich Renshaw



TCM chassis ground terminals J-400 and J-11 (#1)

## TECH LINK

GM TechLink is published for all GM retail technicians and service consultants to provide timely information to help increase knowledge about GM products and improve the performance of the service department.

**Publisher:**  
Rick Miller  
GM Customer Care and Aftersales

**Editor:**  
Paul Bielecki  
GM Customer Care and Aftersales

**Technical Editor:**  
Mark Spencer  
mspencer@gpstrategies.com

**Production Manager:**  
Marie Meredith

**Creative Design:**  
5by5 Design LLC  
dkelly@5by5dign.com

**Write to:**  
TechLink  
PO Box 500, Troy, MI 48007-0500

**GM TechLink on the Web:**  
GM GlobalConnect

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