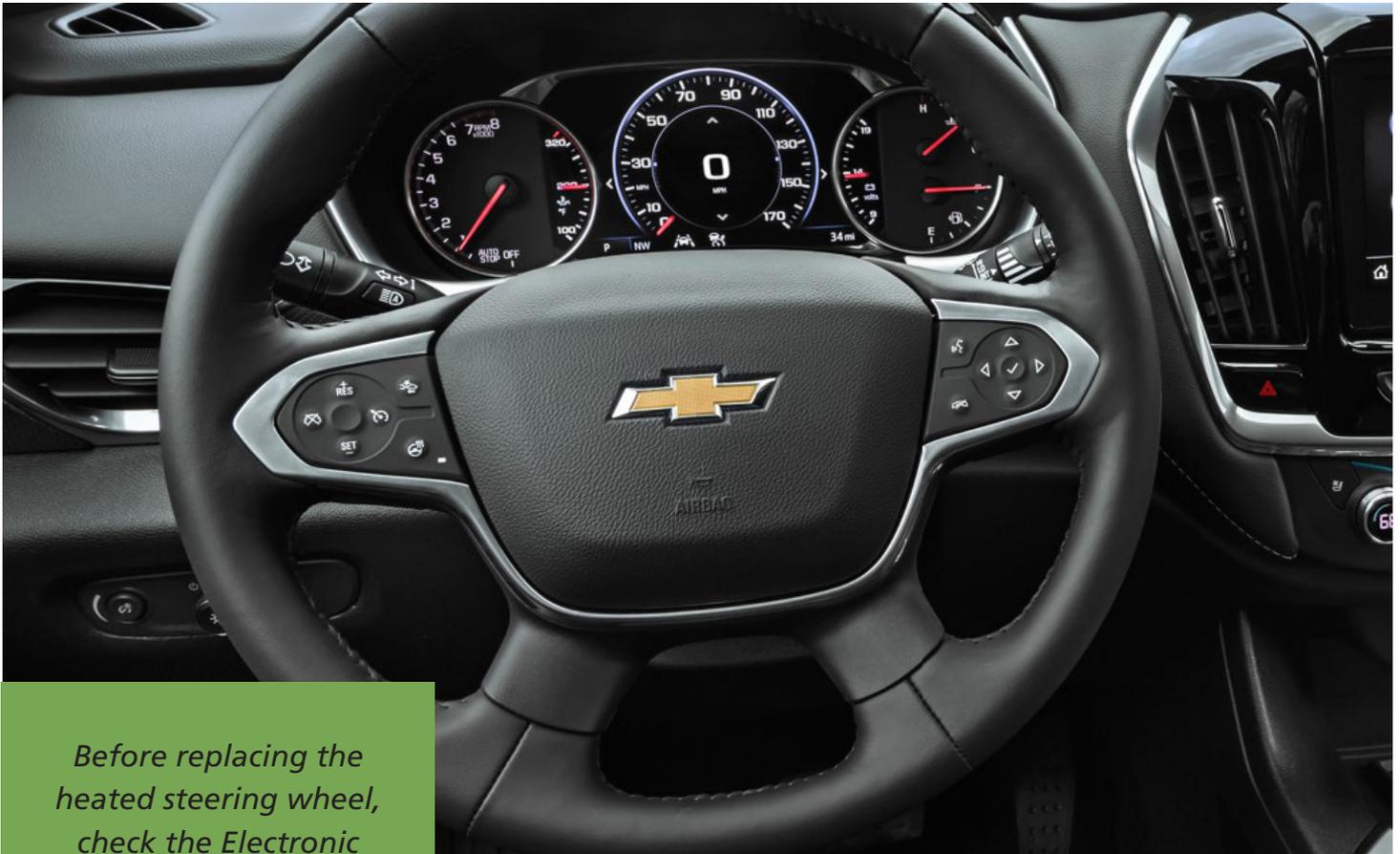


## Heated Steering Wheel Replacement



*Before replacing the heated steering wheel, check the Electronic Parts Catalog to ensure the correct steering wheel for the vehicle application has been ordered for 2022 model year vehicles equipped with Global A or Vehicle Intelligence Platform (VIP), or Global B, technology.*



**Stay Updated — IOK Radio Software and Connection Conditions**  
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# Heated Steering Wheel Replacement

Before replacing the heated steering wheel on some 2021-2022 CT4, CT5; 2022 Enclave, XT5, XT6, Blazer, Silverado 1500 LTD, Silverado 2500HD/3500HD, Tahoe, Suburban, Traverse, Acadia, Sierra 1500 Limited, Sierra 2500HD/3500HD, Yukon; and 2022-2023 XT4 models due to the industry-wide semiconductor shortage, it's important to check that the correct steering wheel for the vehicle application has been ordered. The Electronic Parts Catalog may not clearly differentiate between the appropriate parts for some 2022 model year vehicles equipped with Global A or Vehicle Intelligence Platform (VIP), or Global B, technology.

If the incorrect steering wheel is installed, the cruise control switch and heated steering wheel switch will be inoperative.



Check that the correct steering wheel for the vehicle application has been ordered.

Usage	Year
CK1,2,3 (03-43-53) (GF3,GF9,KI3,KS G,K34,NP5,UEU, K3,X88,00G,4JJ, 4JR)	2021 - 2022
CK1 (03-43-53) (GFC,GF3,GF4,G F9,KI3,KSG,K34, NP5,UK3,X88,4J J) (EXC D07)	2022 - 2022

The parts catalog shows 2022 and prior model years for Global A vehicles and 2022 and later model years for Global B vehicles.

## CHECK THE ENGINEERING YEAR RPO

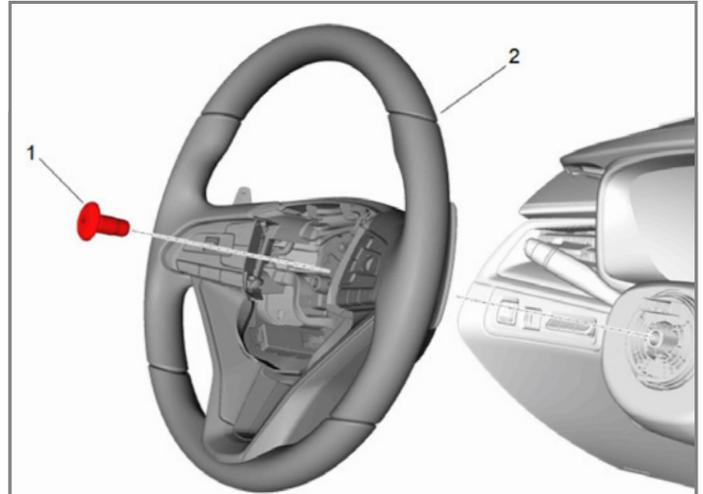
The steering wheel for Global B vehicles was introduced partway through the 2022 model year. Currently, the parts catalog shows 2022 and prior model years for Global A vehicles and 2022 and later model years for Global B vehicles.

The Engineering Year RPO in the vehicle build should be used to determine if a 2022 model year part is for Global A or Global B applications. Vehicles with J21 (Engineering Year 2021) use Global A and J22 (Engineering Year 2022) use Global B.

The parts catalog is being updated to add the J21 and J22 RPOs to the catalog for additional clarification. Be sure to check the applicable model years to verify if the part applies to Global A or Global B vehicles.



The power tool and the T50 Torx bit must be positioned perpendicular to the bolt recess.



Steering wheel and steering wheel bolt

## REPLACEMENT TIPS

Steering wheel bolts installed during manufacturing require high torque efforts to remove. The only acceptable bit for removing and installing the steering wheel bolt is a T50 Torx bit. Do not use any other size bit or a worn bit.

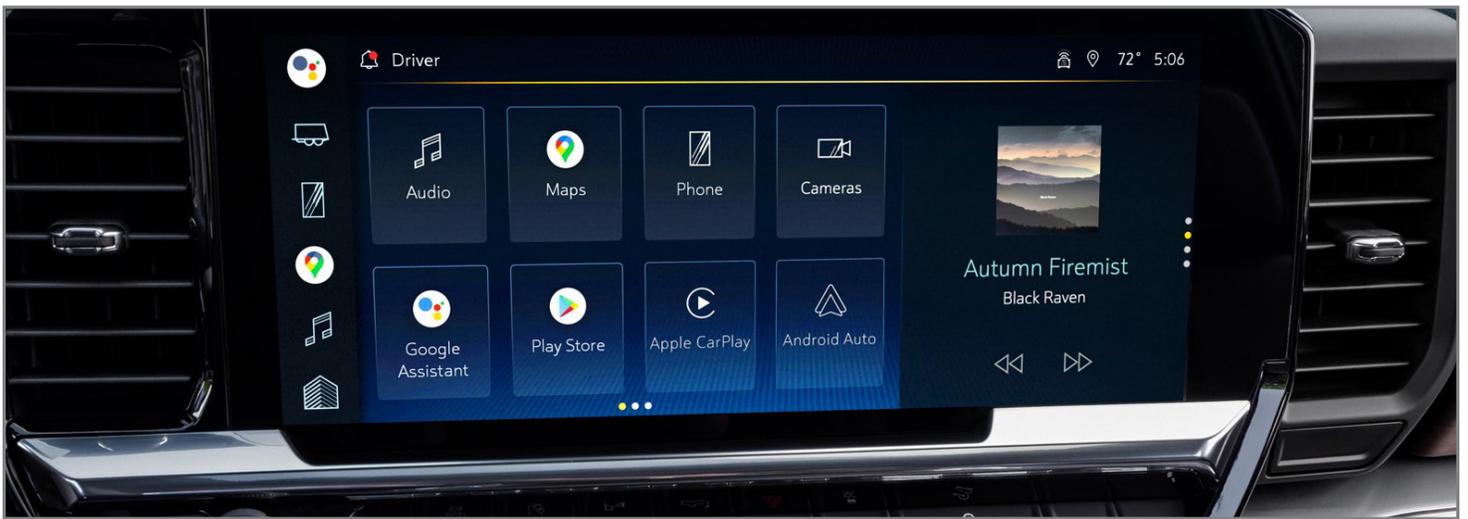
If a power tool is used to remove the steering wheel bolt, the tool must have a minimum torque rating greater than 75 Nm (55 lb.-ft.) and both the power tool and the T50 Torx bit must be positioned perpendicular to the bolt recess.

Apply appropriate downward force to maintain engagement of the bit-to-bolt recess during bolt removal.

Once the steering wheel is removed, be sure to transfer components as necessary. Refer to Steering Wheel Replacement in the appropriate Service Information for more information.

► Thanks to Kacy McCure and Joe Di Trapani

# Stay Updated — IOK Radio Software and Connection Conditions



There may be several audio system conditions on some 2022-2024 Tahoe, Suburban, Yukon; 2022-2025 HUMMER EV; 2022-2026 Silverado 1500, Sierra 1500; 2023 BrightDrop; 2024-2025 Corvette; 2024-2026 Silverado 2500HD/3500HD and Sierra 2500HD/3500HD models equipped with the IOK radio. The audio system conditions may include no audible sound, a blank or frozen display screen, a Return to Dealer or Demo Mode message, or a phone connection concern. These issues are covered in the latest version of #PIC6602.

TIP: Due to the frequency of updates to #PIC6602, please do not print this document for future reference. Always refer to the Service Information for the latest version of #PIC6602.

There are a number of steps to follow to determine if these conditions are related to a software, connection or hardware issue, which may include resetting the radio, verifying system software is up to date, checking that the customer's phone software is up to date, or performing a data wipe to restore functionality. Additional information can be found in #PIC6002P as well as several other PI's covering the following issues:

- Blank or black screen – Screens that cannot be viewed (#PIC6540). Perform a radio reset.
- Demo Mode message – A Return to Dealer or Demo Mode message (#PIT6209).

- Radio software update – Verify the latest radio software (Bulletins #25-NA-121, #25-NA-318, #24-NA-168, #25-NA-098).
- Phone connectivity – Make sure a phone is updated to the latest OS version.
- Intermittent audio concerns – Intermittent 1–2 second loss of audio (#PIT6406 – Concern 1). Do not replace the radio or amplifier.
- Radio data wipe – Troubleshooting steps have been updated for the listed audio concerns by utilizing the Radio Data Wipe File (#PIT6209).

Be sure to follow all steps to ensure repairs are completed properly.

Do not replace the radio for any of these issues. These radios are currently restricted through the Electronic Service Center. Ensure that the module has been reset, the latest software installed and that the radio has been disconnected and reconnected.

For more information, refer to the latest version of #PIC6602.

► Thanks to Steve Morris

# Verify Vehicle Settings After Rocker Panel Ground Lamps Installation

The GM Accessory Rocker Panel Molding Ground Lamps (PN 85155377) may not illuminate after installation on some 2024-2026 Silverado EV and Sierra EV models.



GM Accessory Rocker Panel Molding Ground Lamps

The exterior illumination setting in the Vehicle Settings menu on the infotainment screen may be in the Off position. In order for the ground lamps to illuminate properly, the illumination setting must be in the On position.

After installation, verify that the exterior illumination setting in the Settings > Vehicle > Lighting > Approach and Departure lighting menu is set to Animated or Static, and then check the operation of the ground lamps by covering the light sensor on top of the instrument panel.

## INSTALLING THE GROUND LAMP PACKAGE

The ground lamp assemblies are market LH (driver's side) and RH (passenger's side). Identify the correct part for each side before installation by checking the markings on the lamp body. Route the specific-side lamp harness between the stone guard structure and the vehicle body, pulling the harness through below the assist step.

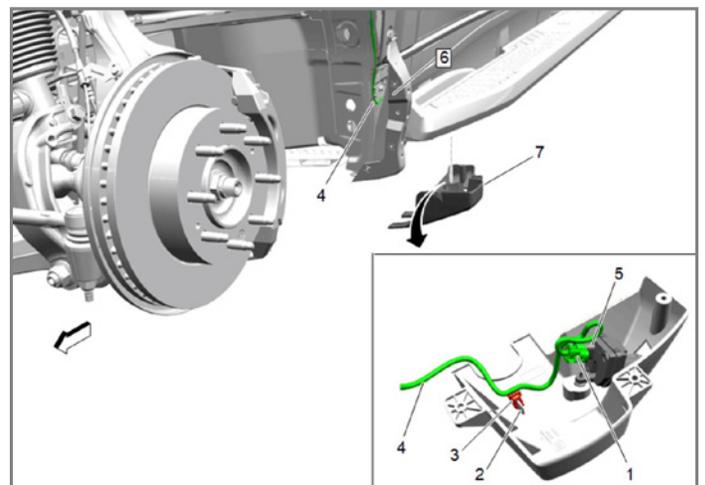
The wiring harness should be routed up through the wheel well on each side of the vehicle into the front compartment and then into the engine bay. The harness connects to the body wiring harness to engine wiring harness connector X403. Be sure



Check the Vehicle Settings.

to follow the installation instructions for inserting the correct terminals into connector X403.

The installation instructions can be found under Electrical Accessories in the Accessories Manual in the appropriate Service Information.



Lamp assembly (#7), harness connector (#1) and lamp harness (#4). Route between stone guard structure (#6) and vehicle body.

► Thanks to Paul Radzwilowicz

# 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 November 19, 2025.**

## WEEKLY ISSUES

### 1. 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 SPECMO will now ship PN 13557733 when ordered. However, due to the part being on back order, there is currently no stock available. ETA is 2-3 weeks arrival on new part stock for PN 13557733 as of November 10, 2025.

### 2. 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.

### 3. 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.

### 4. 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. 2024-2025 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). RPO ZW9 cannot be added to vehicles with RPO UV2 regardless of trim level.

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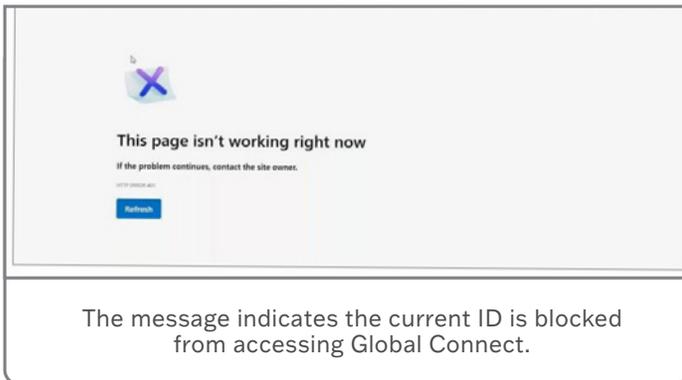
Note: RPO ZW9 is supported for both long and short bed models and is also supported regardless of 17/18/20/22-inch tire sizes.

## 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/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.

## 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.

## 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).

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# Key Fob Synchronization

All buttons on one key fob (Remote Keyless Entry transmitter) may be inoperative on some 2023-2026 Escalade, LYRIQ, Corvette, Silverado 1500, Silverado 2500HD/3500HD, Tahoe, Suburban, Sierra 1500, Sierra 2500HD/3500HD, Yukon; 2024-2026 Traverse, Acadia; 2025-2026 Envision, OPTIQ; and 2026 VISTIQ models. The key fob will operate properly for passively unlocking the vehicle and will allow the vehicle to start as normal when present in the vehicle. The second key fob operates normally.

These conditions may be due to the key fob being out of synchronization with the Body Control Module (BCM). Do not replace the key fobs or the BCM for this concern.

Begin diagnosis by confirming the key fob operation and checking the key fob battery using the EL-52545 TPMS and RF tool. After pressing a fob button ten times in a row, verify the fob output is above 20% using the signal strength meter on the EL-52545 tool.

After verifying the fob battery is good, go to Module Diagnostics > Body Control Module > Data Display > Keyless Entry Data list using



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TCSC, FROM PAGE 7

## 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

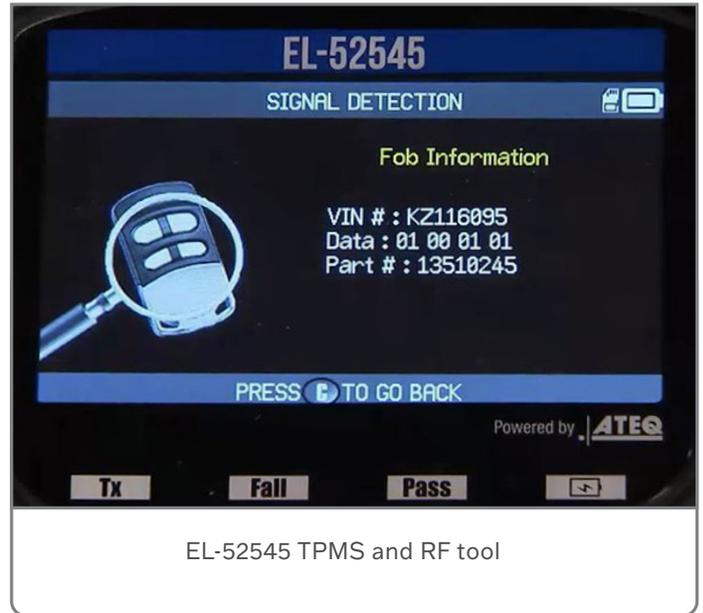
▶ Thanks to the Techline team

GDS2 and view parameters "Synchronization Counter" and "Synchronization Status." Both values should be the same.

If the Synchronization Status is lower than the Synchronization Counter, press any of the key fob buttons repeatedly to have the values match, which may take up to 255 button presses to resynchronize the fob with the BCM. When the values match, the key fob should begin working properly again.

For more information, refer to #PIT6456.

► Thanks to Jim Will



## TECH LINK

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