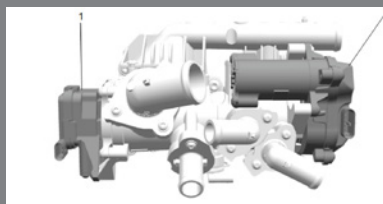
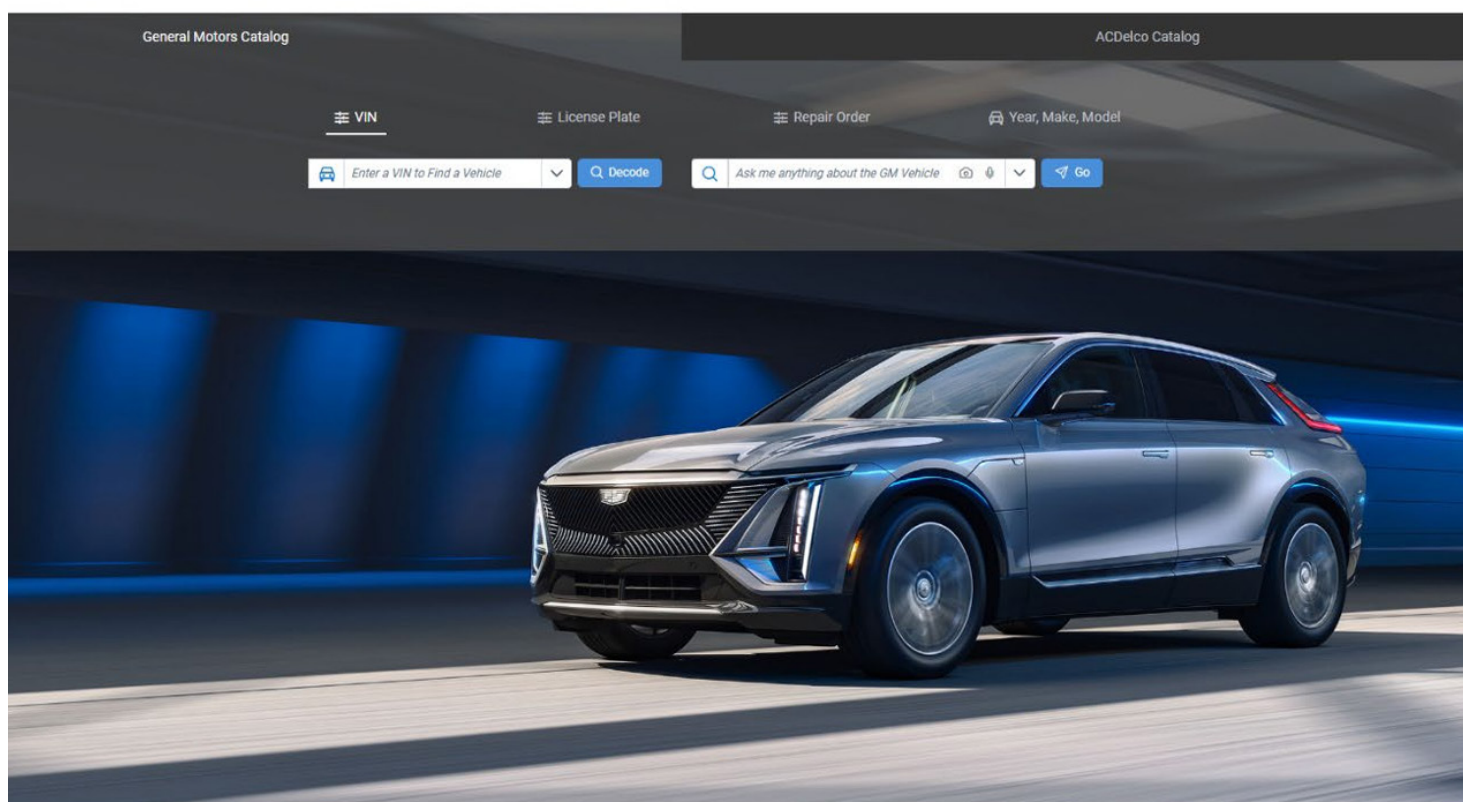




## New GM Parts Connect Delivers Smarter, Faster Parts Lookup



### 1.3L Engine Coolant Control Valve Failure

see page 6



### Gear Shift Control Module Contamination

see page 7

*New GM Parts Connect Delivers  
Smarter, Faster Parts Lookup..... 2*

*TCSC Top Issues This Week..... 4*

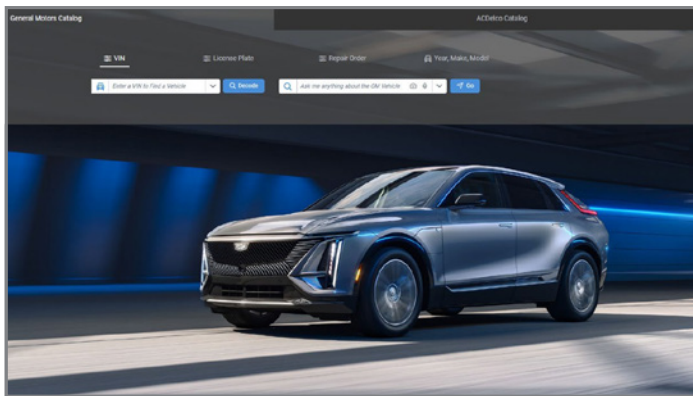
*Transmission Stuck in 1st Gear..... 8*

*High Resistance on  
Grounds G103A, G103B..... 9*



# New GM Parts Connect Delivers Smarter, Faster Parts Lookup

GM Parts Connect, GM's next generation web-based parts catalog and ordering platform that launched in early July, has been built to help dealership personnel quickly identify, verify and order the correct parts for every repair. Designed with a modern interface and powerful new search capabilities, GM Parts Connect combines parts information, service procedures, labor operations, illustrations, inventory visibility and ordering tools into a single experience that helps streamline the parts ordering process.



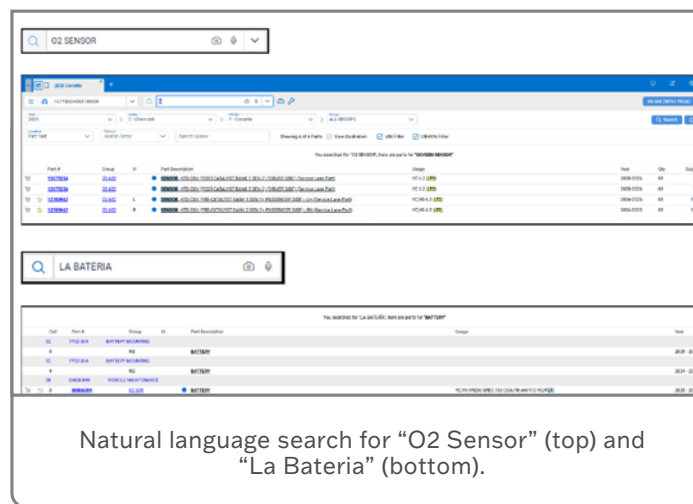
GM Parts Connect

## WHAT'S NEW IN GM PARTS CONNECT?

The latest enhancements focus on making parts identification faster and more accurate. GM Parts Connect users can now search using multiple methods, including VIN, license plate lookup (where available), repair order lookup, natural language search, voice search and image search. This flexibility helps users find the correct part without needing an exact part description or part number.

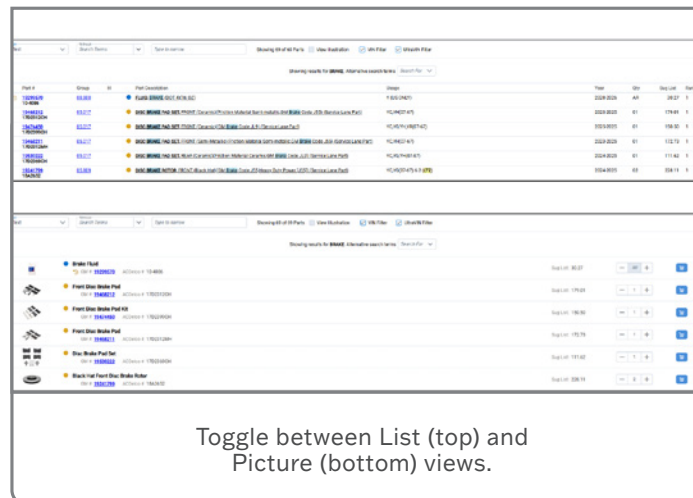
**License Plate and Repair Order Search** – Using the license plate or repair order lookup can quickly identify a vehicle without manually entering a VIN. (Looking up parts by repair job requires Dealer Management System (DMS) integration.)

**Language Search** – Natural language search, which can recognize common terms, alternate languages and minor misspellings, offers assistance when the exact part name or part number is not known. Searches such as “O2 Sensor” return results for oxygen sensor, and “La Bateria” returns results for battery.

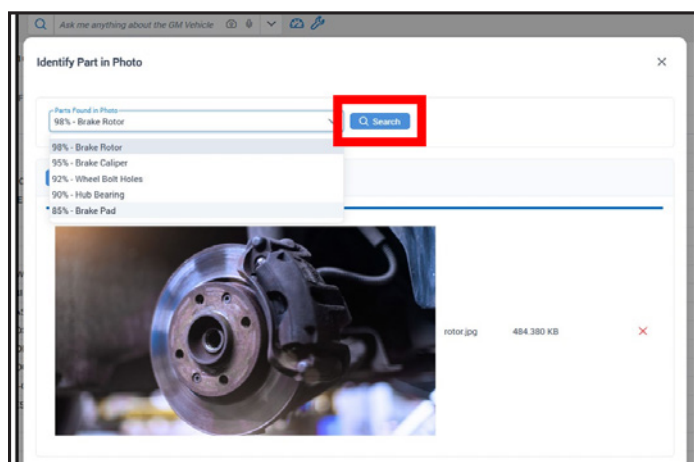


Natural language search for “O2 Sensor” (top) and “La Bateria” (bottom).

**List and Picture Views** – New visual tools can help users quickly narrow results and confirm the correct part selection. The enhanced interface offers both List and Picture views, expanded filtering options, and a new Common Names navigation mode that uses images to guide users through parts categories and subcategories.



Toggle between List (top) and Picture (bottom) views.



Upload a photo to perform an image search.

**Image and Voice Search** – New search functions, including search by image or voice, enable you to use your camera or microphone to provide a quick, flexible way to identify parts while minimizing manual data entry. Parts in the photo are identified and evaluated based on a confidence percentage. You can change the default selection before beginning the search. ch.

**Part Details** – To see additional information needed to repair a vehicle, access Part Details by clicking either the part number or the colored brand indicator next to the part description. Details include high-resolution and interactive 3D part images and illustrations that enhance the visual experience and enable users to examine parts in greater detail for improved identification and accuracy.

**Related Parts** -- The Related Parts tab on the Part Details screen offers details on associated and commonly used parts, making it easier to identify everything needed for the repair and ensuring a more complete and accurate parts order.



Details include high-resolution and interactive 3D part images.

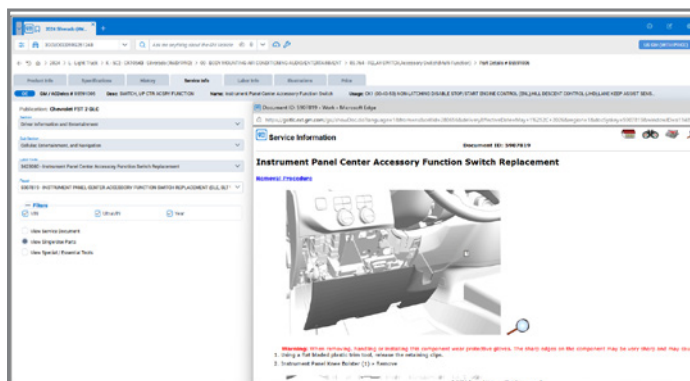
## MORE THAN JUST PARTS

Beyond parts identification, GM Parts Connect helps provide repair context with associated service procedures, labor times, and

and required special tools. The special and essential tools required for each repair procedure are displayed alongside relevant Service Information procedures.

These features provide visibility into the repair procedures and associated labor times for each part — lending valuable context that supports informed parts selection and efficient, complete repairs.

For dealerships with an integrated Dealer Management System (DMS), parts pricing and inventory also can be shown. Plus, parts can be easily sent to the DMS for ordering and invoicing, making it faster to move from parts selection to order completion.



Service procedures, labor times, and required special tools can be viewed for each part.

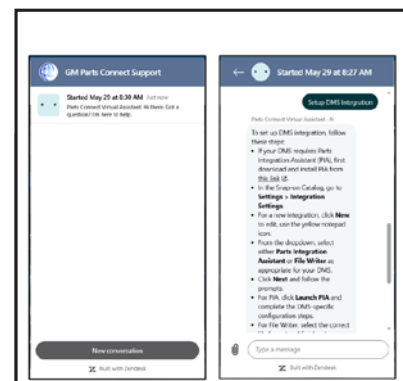
## TRAINING AND SUPPORT RESOURCES

To get started with GM Parts Connect, built-in training and support resources are available. Users have access to helpful how-to articles, step-by-step guides and instructional videos that explain key features and workflows.

Integrated, real-time support also is available through a virtual assistant (click the chat icon in the lower right corner of the screen) or live customer service chat directly from the application.

Bringing together advanced search tools, visual navigation, service information and ordering capabilities in a single web-based solution, GM Parts Connect helps dealership parts and service personnel find the right part, resulting in fast, accurate and complete repairs.

► Thanks to Nicole Schulz



Virtual assistant

# 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 12, 2026.**

## **ATTENTION: All U.S. GM Dealerships**

*Starting August 26, 2026, a case number will be required to contact the Technical Assistance Center (TAC) and Techline (TCSC) teams for phone support. To open and manage a case, please navigate to CX Connect through Global Connect.*

*\*Canadian GM Dealerships are not required to provide a case number at this time.*

## **WEEKLY ISSUES**

### **1. NEW – Immobilizer Learn “Next” Button may be Grayed Out during SPS2 Programming**

Users report when performing the Z1 Immobilizer Learn, the “next” button may be grayed out and they are unable to proceed with the learn. This can occur with any vehicle.

If you are experiencing this issue, please contact TCSC. Note: TCSC contact instructions are at the bottom of this document.

### **2. NEW – K73 OnStar/Telematics Module E4393 Programming**

Users may receive E4393 programming errors when programming K73 OnStar/Telematics Module - Delta Programming. This error may occur on any vehicle.

If you are experiencing this issue, please contact TCSC. Note: TCSC contact instructions are at the bottom of this document.

### **3. K299 Audio/Video Interface Rear Module E4393 Programming Error on 2026 T1 SUVs**

Users may receive E4393 programming errors when programming the K299 Audio Video Interface Rear Module – Rear Module

Delta (Step 2). If you encounter this error when programming, select the Do Not Use – Unsupported Function option for this module to successfully complete programming.

### **4. Incorrect Radio Listed in EPC for IVD Radio on 2024-2025 Silverado EV**

The Electronic Parts Catalog (EPC) is directing dealers to order PN 86295933, which is not a compatible IVD radio with the MY24 and MY25 Silverado EV.

The compatible part number is 86295936. However, there is not any current stock of these parts. GM is working to replenish the stock, but there is not an ETA currently of when these parts will be available.

### **5. EPC Showing Incorrect Radio Hardware for 2025 Blazer EV with IVD Radio**

Users report that the Electronic Parts Catalog (EPC) is directing to an incompatible part for the 2025 Blazer EV with the IVD radio.

PN 85852385 is not compatible with the 2025 Blazer EV. Please order PN 85791702 instead.

GM is working on correcting the EPC to show the correct hardware.

Note: If you are unable to place an order for PN 85791702, please reach out to the dealership’s Regional Operations Manager.

### **6. 2021 Tahoe, Suburban, Yukon, Escalade, Corvette, Envision, CT4, CT5 Unable to Complete SDAC – #PIT6507**

There is currently a known issue affecting some 2021 vehicles where the SDAC (Serial Data Authentication Configuration) may fail. The radio, IPC, or Telematics (OnStar) modules may be the cause of these failures.

DO NOT REPLACE THE MODULE. This is a known SPS issue and the current workaround is to disconnect the SDGM X3 connector and re-attempt SDAC. Refer to #PIT6507 for more information, including affected vehicles.

Engineering is aware of this concern and working on a permanent resolution.

### **7. 9G8 (DRL/AHL Disable), SK4 (Engine Idle Timeout), UTQ (Content Theft), BCN (Retail Locking) and 6N6 (Rear Window Disable) Not Yet Available on 2026 Vehicles**

CONTINUED ON PAGE 5

Calibrations for RPOs 9G8, SK4, UTQ, BCN and 6N6 are not yet available for model year 2026 vehicles but are planned to be released. However, there is not currently an ETA.

Note: RPO SK4 calibrations are now available for T1 Trucks (Silverado, Sierra). T1 SUV (Tahoe, Suburban, Yukon, Escalade) is still being worked on.

## COMMON ISSUES AND HELPFUL INFORMATION

### 1. 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.
- 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.
- For the ECM, use the "Calibration Part Number 1" (also may be called "Software Module Part Number 1") found in GDS2 under Identification Information.

### 2. UPDATED – E-9111 or E-9113/E-9114 TCM/MCVM Operation Errors

An E-9111 or E-9113/E-9114 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.
- The TUN/PUN is in capital letters.
- The number zero (0) is not a letter "O".
- There are not any typos, extra characters, or spaces.

If the TUN/PUN is correct, open a case with TCSC and attach a clear picture of the replacement TUN/PUN. TCSC will require this 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 a picture of the TUN number.

If you are working on #N242454440-02 - Momentary Rear Wheel Lock-Up and no parts have been replaced, please contact TCSC. Note: TCSC contact instructions are at the bottom of this document

### 3. 2000-2010 Saturn (Any Model) or Pontiac Solstice Experiencing Issues in Techline Connect

There is currently a known issue with nearly all model year Saturn vehicles and the Pontiac Solstice where various issues may occur

in Techline Connect, including E-6223, E-4399 on PCM/BCM, vehicle stuck in Park after programming ECM/TCM modules, or the vehicle thinking it is Manual when it is Automatic. Please reach out to TCSC with any programming issues.

### 4. 2019-2021 Trax IPC Programming Issue

GM is aware of an issue affecting 2019-2021 Trax models where a replacement IPC may fail with E-4491 and line/op/error indicate (X, B0, 85).

This issue is currently being investigated by Engineering. Please reach out to TCSC if you are experiencing this issue.

### 5. 2015+ Chevrolet Express SOSM E-4399 Issue and ECM VIN Write Issue

GM is aware of a known issue where programming current/replacement SOSM modules (Left/Right) will cause an E-4399 in SPS2, despite the modules having communication.

Additionally, the VIN may not write on a replacement ECM successful programming events.

Please reach out to TCSC for a VCI to correct either concern.

### 6. 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.

### 7. Front View Camera Programming or Camera Learn Issues – 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.

## 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

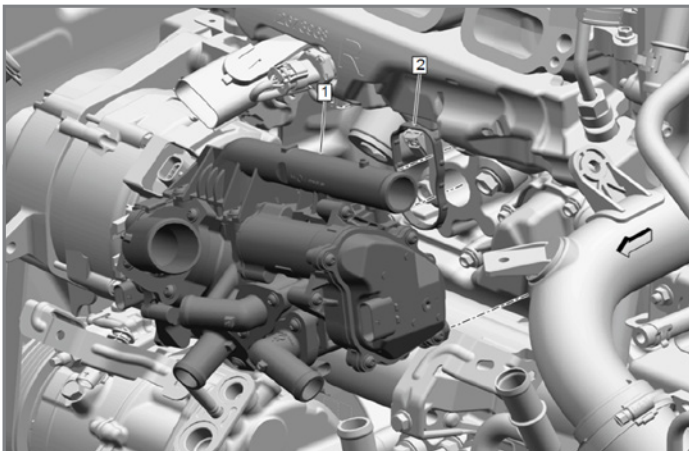
# 1.3L Engine Coolant Control Valve Failure

Some 2020-2025 Encore GX and 2021-2026 Trailblazer models equipped with the 1.3L engine (RPO L3T) may have an illuminated Check Engine MIL and DTCs P3075 (Engine Coolant Flow Too Low) and/or P0128 (Engine Coolant Temperature (ECT) Below Thermostat Regulating Temperature) or P1098 (Engine Oil Temperature Sensor 1 Circuit High Voltage) set due to failure of the Engine Coolant Flow Control Valve (CCV).

If these DTCs are set, inspect the CCV main rotary coolant valve (ball valve) using a borescope. It should cycle smoothly.

**TIP:** If DTC P3075 is the only DTC set, verify the coolant level at the radiator surge tank. If coolant level is low, refer to Loss of Coolant in the appropriate Service Information.

## CCV OPERATION

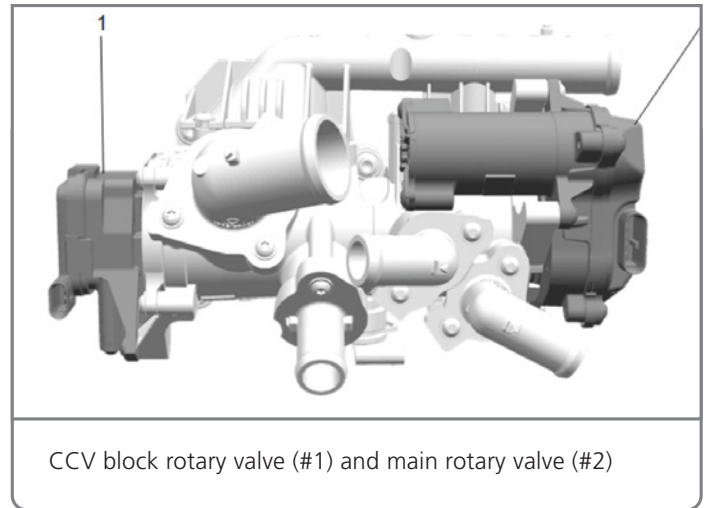


Engine Coolant Flow Control Valve (#1)

The 1.3L engine features an active thermal management system with a water pump module that replaces the conventional mechanical water pump to manage engine oil temperature. The Coolant Control Valve assembly contains two rotary control valves. The block rotary coolant valve and the main rotary coolant valve both eliminate the need for the conventional cooling system thermostat. The engine oil cooler uses coolant to heat or cool the engine oil as required. The complete active thermal management system is controlled by the Engine Control Module (ECM).

## INSPECT THE CCV

To inspect the CCV, drain the cooling system and remove the intake air duct, air cleaner assembly and air cleaner outlet duct.



CCV block rotary valve (#1) and main rotary valve (#2)

Disengage the radiator inlet hose clamps at the CCV and radiator.

With a borescope in position to view the CCV ball valve, cycle the CCV from 0 degrees to 300 degrees using the Coolant Control Valve Actuator Special Function in GDS. If the CCV cycles smoothly, reprogram the Engine Control Module (ECM) using the latest calibrations available.

If the CCV does not cycle or will not cycle smoothly, replace the CCV and reflash the ECM.

Refer to Engine Coolant Flow Control Valve Replacement L3T in the appropriate Service Information. After replacing the CCV, perform the CCV learn procedure and the Engine Coolant Pump data reset procedure.



The CCV ball valve should cycle smoothly.

For more details, including a video of the inspection and parts information, refer to Bulletin #26-NA-178.

► Thanks to Scott Willems

# Gear Shift Control Module Contamination

If one of the Gear Shift Control Module buttons is stuck on a 2022-2026 Silverado 1500, Sierra 1500 or HUMMER EV, check for any liquid spills that may have contaminated the shift lever.

Contamination of the Gear Shift Control Module also may result in an illuminated Check Engine MIL along with DTCs P17F4 (Transmission Range Selector Enable Switch A/B Circuit Stuck On), P189D (Transmission Park Position Switch A/B Circuit Stuck Off), P07B2 (Transmission Park Position Sensor/Switch A Circuit/Open), and/or P07B8 (Transmission Park Position Sensor/Switch B Circuit/Open) set in the Engine Control Module. Any of these DTCs may be caused by contamination if liquid has penetrated the buttons or internal components of the shifter. If the shifter has been cleaned, evidence of a spill may not be easy to identify.



Liquid may contaminate the buttons or internal components.

Inspect the gear shift lever for signs of liquid contamination, including the top edges as well as the base of the shifter. Clean the contaminated areas with a microfiber towel.

After cleaning the affected areas, cycle the shift lever through each selection multiple times, including the side release button and Park button with the ignition/power on and engine off (Silverado and Sierra models). Cycle the shifter a minimum of 10 times. Use a scan tool to clear the DTCs and monitor for any codes setting.

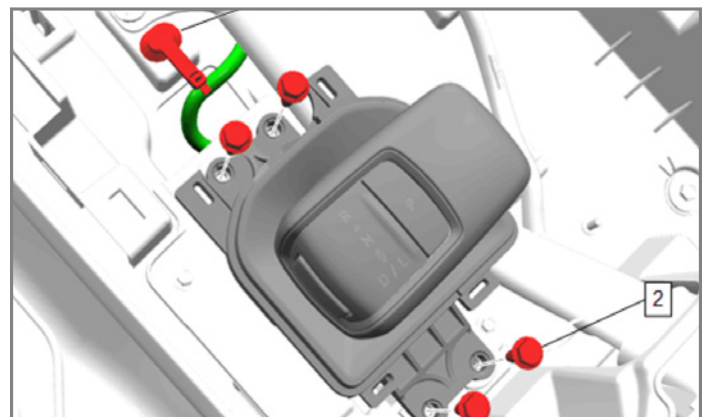
Next, start the vehicle, apply the brake and cycle the shift lever again. If the buttons are no longer stuck and the gear selections can be made without any DTCs returning, repairs are complete.

If either button is still stuck or if codes return, the Gear Shift Control Module should be replaced. Refer to Gear Shift Control Module Replacement in the appropriate Service Information.

For more information, refer to Bulletin #26-NA-142.



Evidence of liquid contamination



Gear Shift Control Module Replacement

► Thanks to David MacGillis

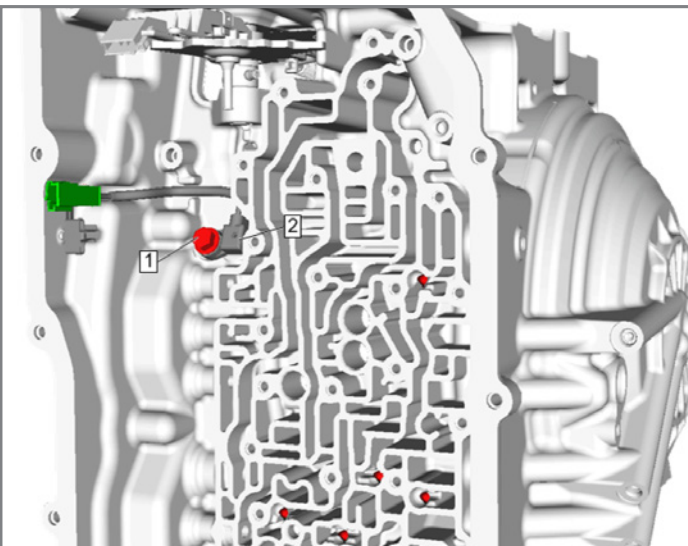
# Transmission Stuck in 1st Gear

The transmission may get stuck intermittently in 1st gear on some 2024-2026 Traverse, Acadia; and 2025-2026 Enclave models equipped with the 8-speed 8T65 automatic transmission (RPO MF8). If this occurs, it will be necessary to stop the vehicle and shift to Park to correct the issue.



If the transmission gets stuck in 1st gear, it may require shifting to Park to correct the issue.

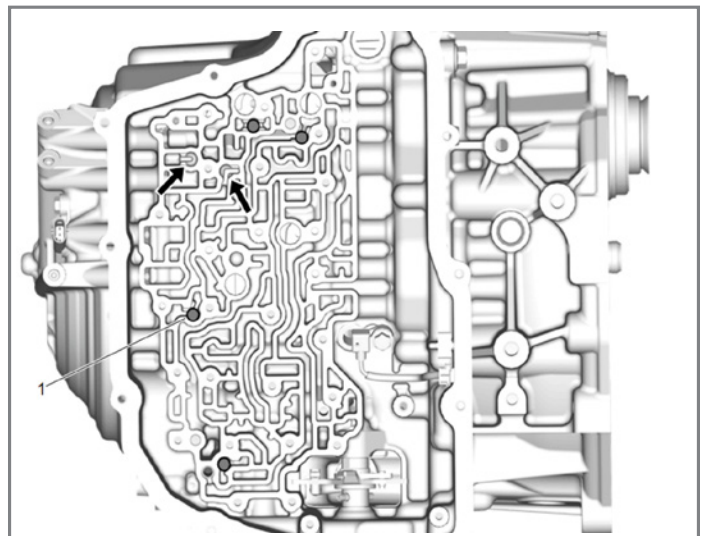
The output speed sensor may briefly send an incorrect signal, which may cause the vehicle to follow an irregular shift pattern and get stuck in 1st gear until a shift-to-Park event is performed.



Output speed sensor (#2)

If this condition occurs, begin diagnosis by verifying there are not any DTCs set. If any DTCs are set, follow the diagnostic procedures in the appropriate Service Information for each DTC before performing any other repairs.

Once it has been verified that no DTCs set and that the transmission gets stuck in 1st gear, replace the output speed sensor in the transmission. Refer to Automatic Transmission Output Speed Sensor Replacement in the Service Information.



Do not place check balls in the pockets indicated by arrows.

## REPLACE OUTPUT SPEED SENSOR

The output speed sensor is located behind the control valve solenoid body. Remove the control valve body cover, wiring harness, Park inhibitor solenoid, control valve solenoid body, and fluid transfer pipe to access the output speed sensor.

After installing the new output speed sensor, use DT-36850-A Transjel Lubricant to install the four control valve body ball check valves. Do not place check balls in the pockets indicated by arrows in the installation procedure. If check balls are placed in these locations, there will be shift quality concerns.

Refer to Bulletin #26-NA-192 for additional details, including part numbers.

► Thanks to Matt Razz

# High Resistance on Grounds G103A, G103B

Some 2024-2026 Silverado 2500HD/3500HD and Sierra 2500HD/3500HD trucks may have several communication issues and CAN Bus errors as well as multiple illuminated warning MILs and messages on the Driver Information Center while the vehicle is running/driving/idling. The vehicle also may lose communication with the Electronic Brake Control Module. Several DTCs may be set, including DTC B1980 (No Environment Identifier Received From Brake System Control Module 1) and communication DTCs U1610, U0121, U2418, U2419, U160F, U0101, U0131, U1611 and U0401.

These conditions may be caused by high resistance to ground on grounds G103A and G103B of the body wiring harness. These grounds are located under the hood on the inboard side of the left body structure of the HD trucks, next to the X50A Engine Wiring Harness Junction Block.

Clean the mating surface on the body structure for these grounds and confirm proper system operation.

Refer to Bulletin #26-NA-202 for more information.

► Thanks to Kevin Minor



Grounds G103A and G103B



Grounds G103A and G103B

## TECH LINK

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