



Service Bulletin

PRELIMINARY INFORMATION

Subject: Concerns Or Questions Regarding Installation Of Dealer Installed Accessories

Models: 2000 - 2017 All General Motors Light Duty Trucks And Passenger Cars

This PI was superseded to update model years. Please discard PIT3099M.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Technicians may have any number of questions regarding any GM Accessory kits. They may include (but are not limited to) installation or part concerns, kit part numbers, usage, programming questions, diagnosis of a particular system, or even questions about missing instructions.

Recommendation/Instructions

Contact your local Accessories Distributor installer (ADI) for the following reasons:

- If the dealership has not received the Limited Production Option (LPO) part.
- If the dealership received the incorrect LPO part.

Contact PARTECH for the following reasons:

- Missing Instruction sheet(s), including those not found anywhere in SI
- Missing Components
- Quality Issues with the Kit
- Usage Questions (i.e. Is the part compatible with the vehicle? or any other questions pertaining to the fit of the part on the vehicle.)

Partech can be reached at 855-GMCARES (855-462-2737) for assistance. Select the following prompts:

For U.S and Canada (Car and Truck):

- Select Prompt 2 for ParTech.
- Enter the 6 digit dealer customer code.
- Enter the part number of the accessory in question. If there is a known issue, a message will play.
- If further assistance is needed, select Prompt 2 to speak with a ParTech analyst in the Accessory Group.

Contact TECHLINE Customer Support Center (TCSC) for the following reason:

- ANY programming concerns

TCSC can be reached at 1-800-828-6860 for assistance.

Contact Technical Assistance (TAC) for the following reasons:

- ANY programming concerns

TCSC can be reached at 1-800-828-6860 for assistance.

Contact Technical Assistance (TAC) for the following reasons:

- Questions regarding the actual installation of the kit.
- DIAGNOSING problems with the installation.

TAC can be reached at 877-446-8227 for assistance.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Additional SI Keywords

alarm audio back backup cargo camera chrome DVD fog handle hitch inclination iPod kit lamp light link luggage mirror MP3 nav navigation net pack package pal personal rear remote radio RVC RVS satellite security sensor start trim trailer tow up video vision wire wiring XM XMradio

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION