



# Preliminary Information

## PIT3099S Concerns or Questions Regarding Installation of Dealer Installed Accessories

### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
All	All	2000 - 2020	All	All	All	All

### Supersession Statement

This PI was superseded to include additional model years. Please discard all copies of PIT3099R.

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.**

### Recommendations / 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.
- If it has been realized that any components are missing before the kit has been installed.
- Any quality issues with the kit if they are found before the kit has been installed.

**If the kit has already been installed before any missing parts or quality concerns are noticed, please reference the Electronic Parts Catalog (EPC) for any serviceable components before ordering another complete kit.**

**Contact PARTECH for the following reasons:**

- Missing Instruction sheet(s), including those not found anywhere in SI
- 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. (Canadian and other 5 digit dealer codes will need to add a zero at the beginning of the number)
- 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:

- 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



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