



Service Bulletin

Bulletin No.: 23-NA-219

Date: December, 2023

INFORMATION

Subject: Concerns or Questions Regarding Installation of Dealer Installed Accessories

This Service Bulletin replaces PIT3099U. Please discard all versions of PIT3099.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	All Models	2022	2024				
Buick	All GM Passenger Cars and Trucks	2000	2024	—	—	All	All
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	North America, Argentina, Brazil, Bolivia, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Venezuela, Other Central America, Europe, Kazakhstan, Uzbekistan, Russia, Middle East, Iraq, Israel, Palestine, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Taiwan, Thailand, Singapore, Philippines, Australia/New Zealand, Caribbean, Egypt, Other Africa, South Africa
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Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

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 (Canadian Dealers; please refer to the most recent LPO Claim and Return Process posted in the Parts Bulletin section of Global Connect):

- 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 (English) can be reached at 800-828-6860 for assistance.
- TCSC (French) can be reached at 800-503-3222 for assistance.

Contact Technical Assistance (TAC) for the following reasons:

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

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

TAC Canada (English) can be reached at 800-263-7740

TAC Canada (French) can be reached at 800-263-7960

Version	1
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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

