



Preliminary Information

PIT5851 Odometer Displays Zero or Incorrect Mileage After Programming DTCs U1973 U197E U197F U2A90 U2A91 U1978 and/or U197F

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Envision	2021 - 2022	All	All	All	All
Cadillac	Escalade Models	2021 - 2022	All	All	All	All
Cadillac	CT4	2020 - 2022	All	All	All	All
Cadillac	CT5	2020 - 2022	All	All	All	All
Chevrolet	Corvette	2020 - 2022	All	All	All	All
Chevrolet	Suburban	2021 - 2022	All	All	All	All
Chevrolet	Tahoe	2021 - 2022	All	All	All	All
GMC	Yukon Models	2021	All	All	All	All

Involved Region or Country	All Regions
Condition	Some dealerships may comment that after a module is replaced and programmed, the odometer may display zero miles or the incorrect mileage. This condition is also accompanied with any of the following current DTC's: U1973, U197E, U197F, U2A90, U2A91, U1978, and/or U197F.
Cause	This condition may be caused if the VIN or mileage fails to write to the odometer.

Correction:

If you experience this condition, do NOT replace any further modules or swap any modules from a like vehicle as this can make it more difficult to repair the condition.

If unnecessary module replacement or module swapping is found, the repairs may not be covered under warranty.

To correct this condition, engineering will need to be involved.

Please create a case with the Technical Assistance Center (TAC) and document the issue including: customer's original issue, any part(s) replaced, programming error codes, current DTC's, what the odometer displays, this PI number and any additional details. TAC will engage engineering to correct this concern.

Version History

Version	1
Modified	09/07/2021 - Created on



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