



Service Bulletin

Bulletin No.: 21-NA-135

Date: February, 2022

INFORMATION

Subject: Information on Obtaining Techline Calibrations for Law Enforcement and Government Vehicles to Disable or Enable Content

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Light Duty Trucks	2019	2022	—	—	—	—
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	United States and Canada
Condition	The purpose of this bulletin is to inform dealership personnel about Law Enforcement and Government vehicles that request to disable or enable content.
Cause	In some cases, it is not possible to disable/enable a feature. Contact the Techline Customer Support Center (TCSC) to see if disabling/enabling the desired feature is possible for the specific vehicle. The agency/requestor should be reminded that any disabled features should be made fully operational or disclosed PRIOR to sale of the vehicle.
Correction	<p>Follow this process to obtain the calibration to make the above vehicle modifications. In General Motors continuous effort to provide customer support, the following process is in effect for those select governmental agencies that require and qualify for enabling/disabling certain features.</p> <p>Techline will provide the appropriate software change and instruct the technician how to complete the reconfiguration.</p> <p>Note: Check the Upfitter site for additional information for certain models/upfits.</p> <p>Note: This is a customer pay repair.</p>

Service Procedure

Important: In Canada, disabling DRL is prohibited by Transport Canada.

1. **ONLY** the following governmental agencies qualify for this disable/enable calibration request:
 - City / State / Provincial Government
 - Police / Sheriff Departments
 - FBI
 - CIA
 - DEA
 - RCMP
 - Emergency Vehicles – if government owned
2. All requests are to be made through the Techline Customer Support Center (TCSC) at 1-800-828-6860 English or 1-800-503-3222 French.
3. The dealership will be required to obtain a letter on official agency letterhead requesting the disable/enable. The letter should include the following:
 - Acknowledgement that the agency owns the vehicle
 - The reason for the disable/enable
 - Which features are to be disabled/enabled
 - Specific VIN(s) of the vehicle(s) that features will be disabled/enabled
 - Prior to any sale of the vehicle(s) listed above, the agency will either (1) ensure that the [insert feature(s) which has/have been requested for disable/enable] system will be made fully operational, or (2) disclose to the end customer that such system is not operational. To re-enable/disable features prior to vehicle sale, contact Techline Customer Support Center (TCSC)

4. The letter must be kept in the service history file at the dealership, and a copy sent to TCSC before the disable/enable procedures/calibrations will be released. In most cases, the vehicle(s) will require a software change, using a VCI number provided by the TCSC.

This is a list of calibrations that are available:

6N5

BCV

BCN

9G8

UTQ

6J7

5J1

5J3

7Y6

UTJ

SK5

SK0

SK3

SK4

Engine time out disable (some models)

DRL disable

Version	3
Modified	Released June 10, 2021 September 14, 2021 – Added the 2022 Model Year, a Note in the Correction section and RPOs SK5, SK0, SK3, SK4. February 04, 2022 – Updated the Cause and #3 under Service Procedure.

Note: Key Words: Idle, 5W4, Police, 9C1, Light, DRL.

