



Preliminary Information

PIT5851C 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 - 2023	All	All	All	All
Cadillac	Escalade Models	2021 - 2023	All	All	All	All
Cadillac	CT4	2020 - 2023	All	All	All	All
Cadillac	CT5	2020 - 2023	All	All	All	All
Chevrolet	Corvette	2020 - 2023	All	All	All	All
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 5 = A or D)	2022	All	All	All	All
Chevrolet	Silverado 1500	2023	All	All	All	All
Chevrolet	Suburban	2021 - 2023	All	All	All	All
Chevrolet	Tahoe	2021 - 2023	All	All	All	All
GMC	Sierra 1500 New (RPO J22, VIN Digit 5 = H or U)	2022	All	All	All	All
GMC	Sierra 1500	2023	All	All	All	All
GMC	Yukon Models	2021 - 2023	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 maybe accompanied with any of the following current DTC's: U1973, U197E, U197F, U2A90, U2A91, U1978, and/or U197F. NOTE: In some cases, these DTC's will not be set.
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:

- If a module was replaced, make sure all programming, setup, learns, etc. have been completed, per SI procedures. There have been cases where the BCM was replaced and the BCM setup was never completed, which caused this concern.

- If the above items do not correct the concern, then 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.

NOTE: If DTC U197F is set on a vehicle where a module was NOT replaced and the IPC does not display the correct mileage, then perform a short test drive (1 to 2 miles) and verify the mileage now reads correct and the DTC clears.

Version History

Version	4
Modified	09/07/2021 - Created on. 10/22/2021 - Update to the correction section. 11/01/2022 - Update to the Model List 11/29/2022 - Update to the Condition section.



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