



# Service Bulletin

Bulletin No.: 21-NA-135

Date: January, 2023

## 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<br><b>Excluding:</b><br>2022 Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)<br>2023 Silverado 1500<br>2022 Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)<br>2023 Sierra 1500 | 2019        | 2023 | —    | —  | —       | —             |
| Cadillac  |  |             |      |      |    |         |               |
| Chevrolet |  |             |      |      |    |         |               |
| GMC       |  |             |      |      |    |         |               |

|                                   |   |
|-----------------------------------|---|
| <b>Involved Region or Country</b> | United States and Canada  |
| <b>Condition</b>                  | The purpose of this bulletin is to inform dealership personnel about Law Enforcement and Government vehicles that request to disable or enable content.   |
| <b>Cause</b>                      | 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.  |
| <b>Correction</b>                 | <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><b>Note:</b> Check the Upfitter site for additional information for certain models/upfits.</p> <p><b>Note:</b> This is a customer pay repair.</p> |

## 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.**

**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

|                 |  |
|-----------------|--|
| <b>Version</b>  | 4  |
| <b>Modified</b> | Released June 10, 2021<br>Revised September 14, 2021 – Added the 2022 Model Year, a Note in the Correction section and RPOs SK5, SK0, SK3, SK4.<br>Revised February 04, 2022 – Updated the Cause and #3 under Service Procedure.<br>Revised January 13, 2023 – Added excluded vehicles under Model section, the 2023 Model Year and the first Important statement under Service Procedure. |

Additional SI Keywords: Idle, 5W4, Police, 9C1, Light, DRL

