



Bulletin No.: PIT5873E

Published date: N/A

Preliminary Information

PIT5873E After A Remote Start When The Start Button Is Pressed The Engine May Stall or Will Not Restart / Ignition May Appear To Be Stuck On / Engine May Stay Running With Ignition Off / Service Column Lock Message / DTC P0E32 and P0E37/ Dead Battery

Proactive

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade Models	2022 - 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	2022 - 2023	All	All	All	All
Chevrolet	Tahoe	2022 - 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	2022 - 2023	All	All	All	All

Involved Region or Country	North America, Uzbekistan, Middle East, Russia, Israel, Palestine, Bolivia, Chile, Colombia, Ecuador, Peru, Japan, Kazakhstan, Korea, Thailand
Condition	<p>Some customers may comment after using the remote vehicle start, either from the fob or app, they experienced any of the following issues:</p> <ul style="list-style-type: none"> - When they enter the vehicle and press the start button the engine stalls - If they try to restart the engine, it will not crank - If the remote start times out they are unable to restart the engine with the start button - When trying to turn engine off the engine stays running - Unable to turn the ignition off - Service Steering Column Lock Message, if equipped - Dead Battery
Cause	The cause of this concern is a BCM messaging issue.

Correction:

This fix is being released by model, please see the following:

For 2022-2023 Escalade, Suburban, Tahoe and Yukon Models: To correct this concern reprogram the BCM with the latest calcs available in TLC/SPS following SI "K9 Body Control Module: Programming and Setup".

For 2023 Silverado and Sierra Models: To correct this concern reprogram the BCM with the latest calcs available in TLC/SPS following SI "K9 Body Control Module: Programming and Setup".

For 2022 Silverado and Sierra Models: GM Engineering is working on a fix. This issue is very intermittent and will only occur if the remote vehicle start is used. While engineering is working on a fix, please ask the customer to refrain from using the remote start until a fix is released. When a fix becomes available a bulletin will be released.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2810215	Body Control Module Reprogramming with SPS	Use Published Time

Additional SI Keywords

no RVS shut

Version History

Version	
	6
Modified	12/08/2021 - Created on. 03/01/2022 - Updates to the Condition, Correction and Warranty sections. 03/23/2022 - Update to the correction and warranty sections 06/06/2022 - Update to the Involved Region or Country 01/13/2023 - Update to title, models, condition, correction, and warranty sections 02/10/2023 - Update to the Correction and warranty sections

