



Preliminary Information

PIT5873G 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:

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

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
*2889288	K9 - Body Control Module Reprogramming with SPS for Remote Start Errors	0.5 Hr.
Add	ONLY Use As Needed - Charge and Test Battery	0.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Additional SI Keywords

no RVS shut

Version History

Version	
	8
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 02/15/2023 - Update to the Correction and Warranty sections 02/27/2023 - Update to the Correction section

