Service Bulletin

Bulletin No.: 23-NA-163
Date: September, 2023

TECHNICAL

Subject: **No Crank, No Start, Quick Start/Stall, No FOB Detected, Key FOBs Inoperative, B3924 00, B3925 00, B3926 00, B3927 00, B3928 00 Set**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2019	2020				
Chevrolet	Equinox	2018	2023				
	Malibu	2019					
GMC	Acadia	2019	2023				
	Terrain	2018					

Involved Region or Country	North America
Additional Options (RPOs)	
Condition	Some customers may comment that the vehicle will not crank or will start but immediately stall and/or the key FOBs are inoperative. The BCM may have set DTC B389A 00, and it is current. (If there is no DTC B389A 00, disconnect/reconnect battery for a minimum of 30 seconds and check again for DTC B389A.) With DTC B389A 00 current, it will have three or more of the following Environment ID DTCs (B3924 00, B3925 00, B3926 00, B3927 00) current in the BCM.
Cause	The cause of the condition may have presented immediately following a low voltage condition, jump start, battery charging, battery replacement or battery disconnect and reconnect. This can present a memory corruption event in the BCM.
Correction	**Important:** Do not attempt the immobilizer procedure or module replacements before following this bulletin. Resolve any current U-code DTCs by following standard troubleshooting procedures. **This procedure ONLY applies to the GEN3R BCM** GEN3R BCMs can be identified by either the label on the module or looking up the BMPN part number information in GDS2.

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GM 13524922
B04
40002YPU0
864 180321
836010000000X
812857993
1118080-40002YPU0
ASSEMBLED IN MEXICO
BOSCH F 00H J02 035
FABRIQUE AU MEXIQUE
GEN III(R)
NATURAL BLUE GREEN BLACK BROWN PINK GRAY
NATUREL BLEU VERT NOIR BRUN ROSE GRIS

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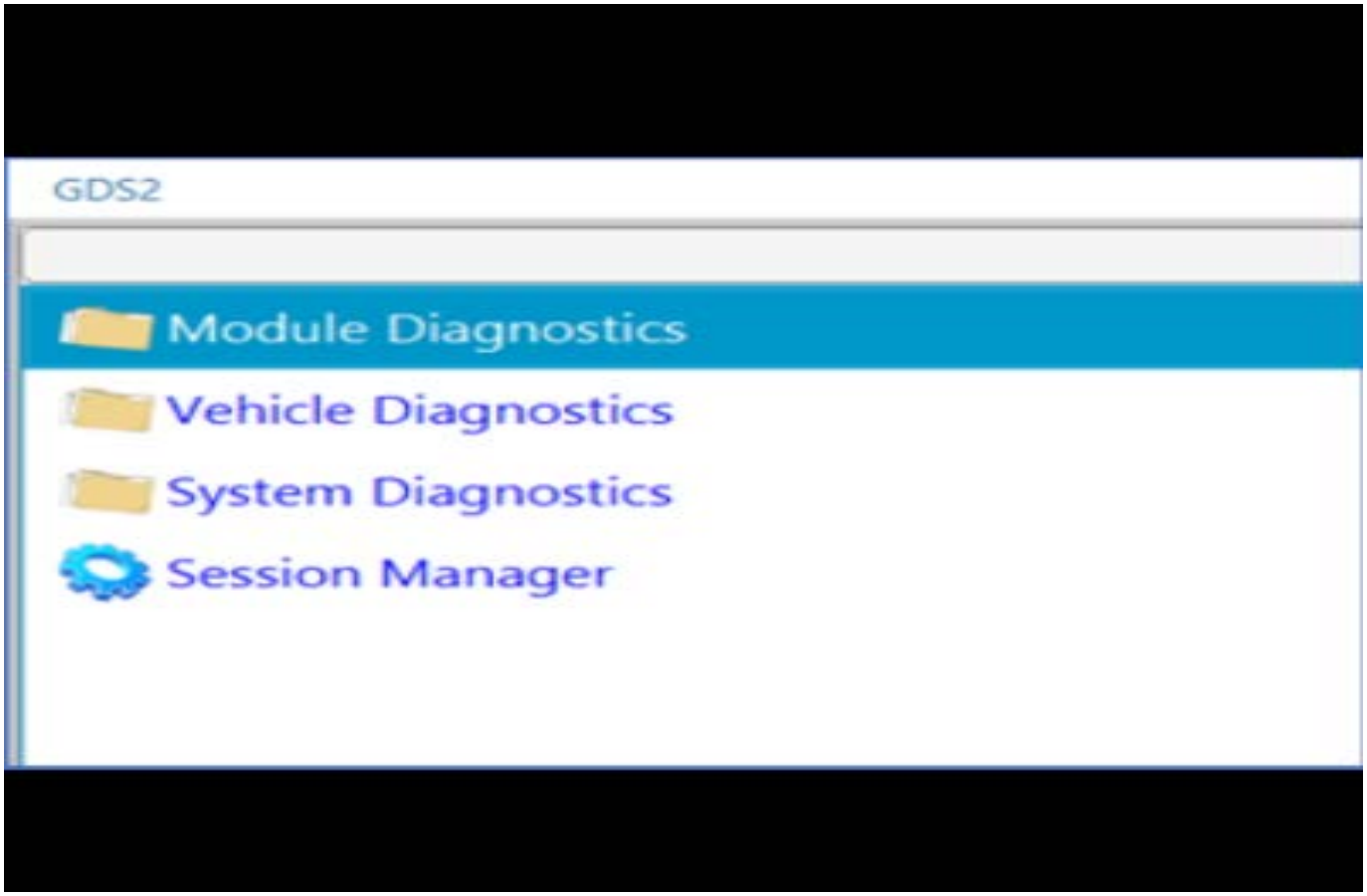
Follow the steps below to verify BMPN is a GEN3R through GDS2.

Verify you have a GEN3R BCM Base Model Part Number. Only GEN3R BCMS are eligible for this bulletin. Navigate to GDS2 > Module Diagnostics > [K9] Body Control Module > Identification Information > Identification Information.



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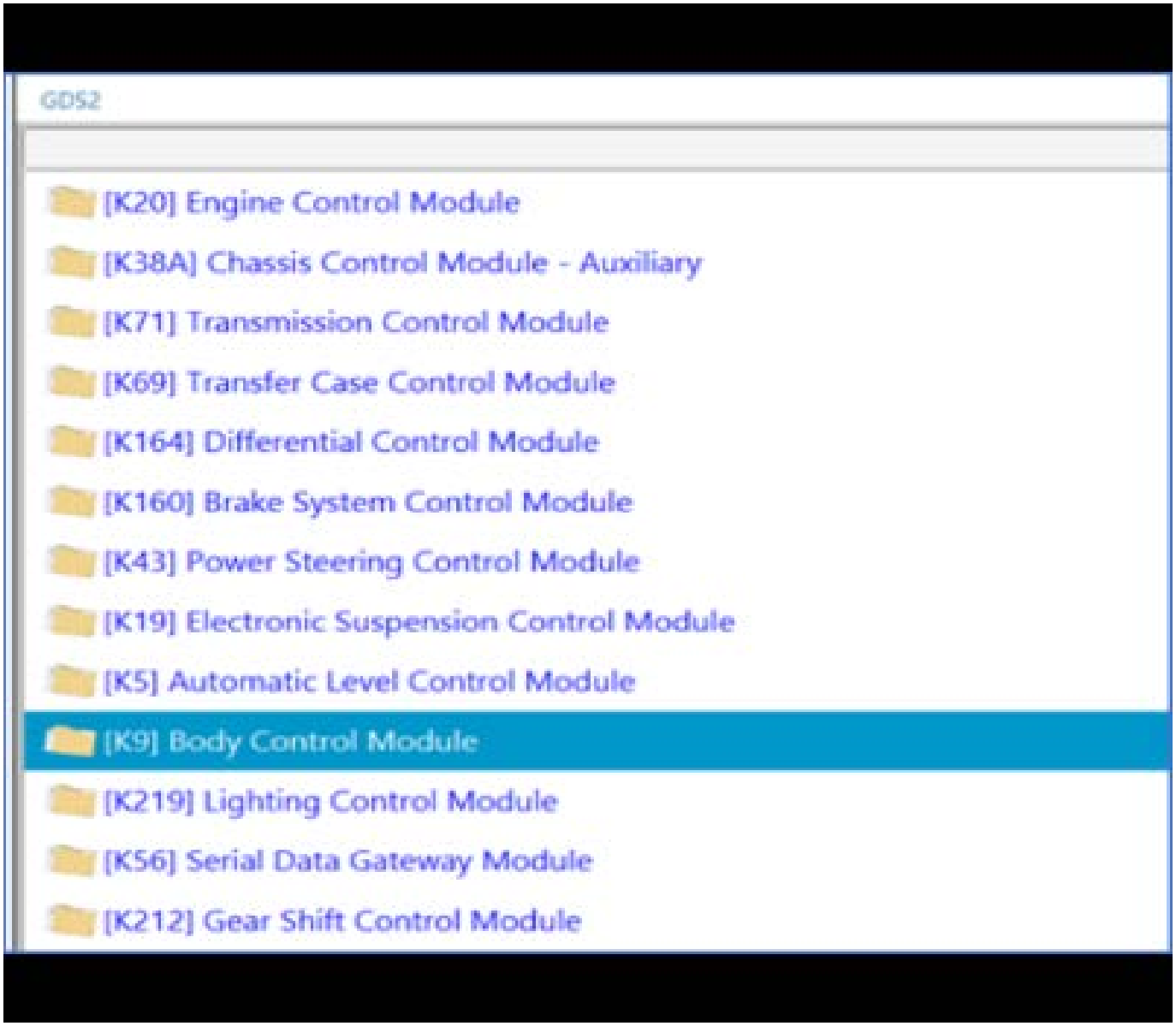
GDS2
[K20] Engine Control Module
[K38A] Chassis Control Module - Auxiliary
[K71] Transmission Control Module
[K69] Transfer Case Control Module
[K164] Differential Control Module
[K160] Brake System Control Module
[K43] Power Steering Control Module
[K19] Electronic Suspension Control Module
[K5] Automatic Level Control Module
[K9] Body Control Module
[K219] Lighting Control Module
[K56] Serial Data Gateway Module
[K212] Gear Shift Control Module

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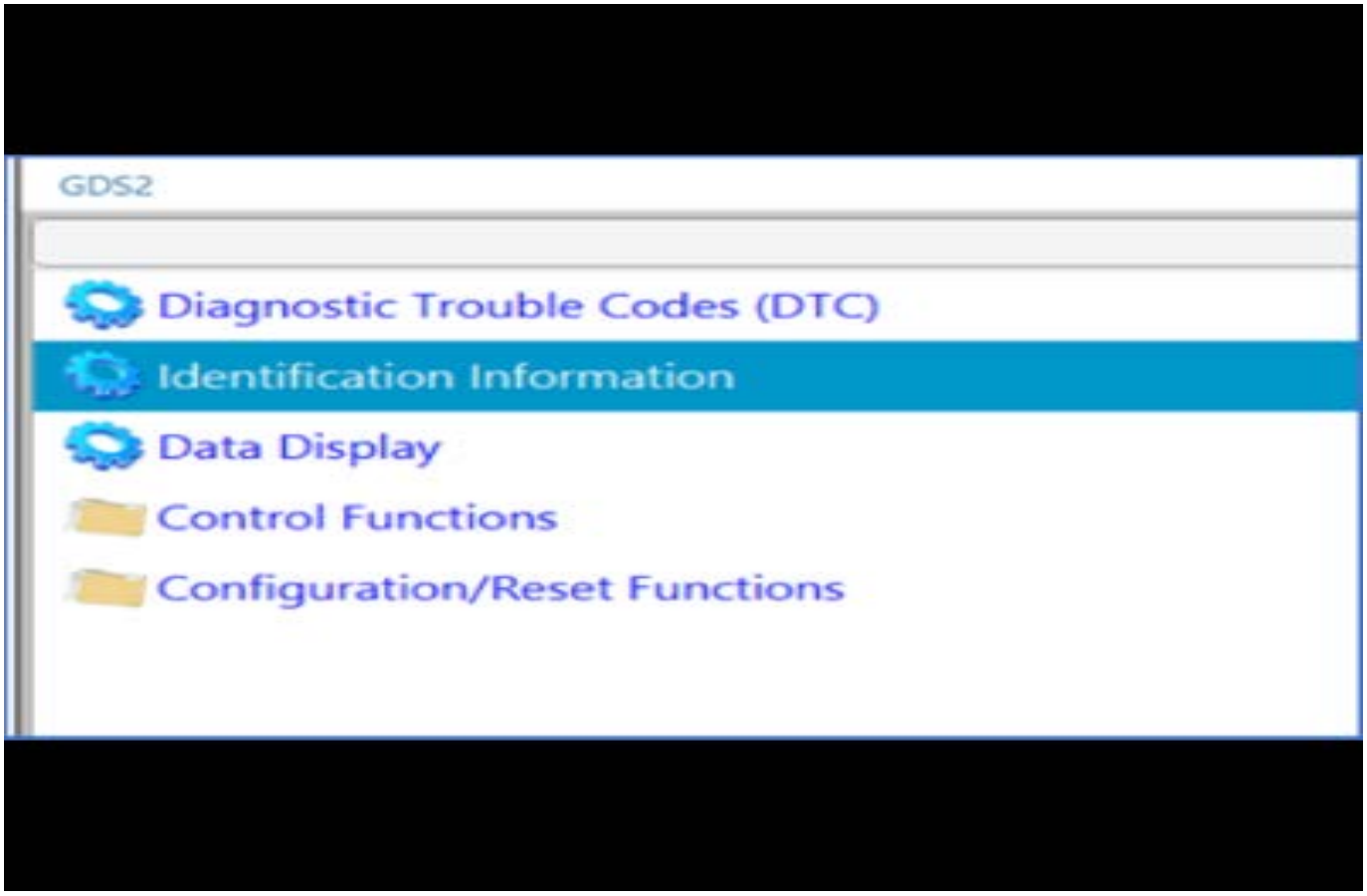

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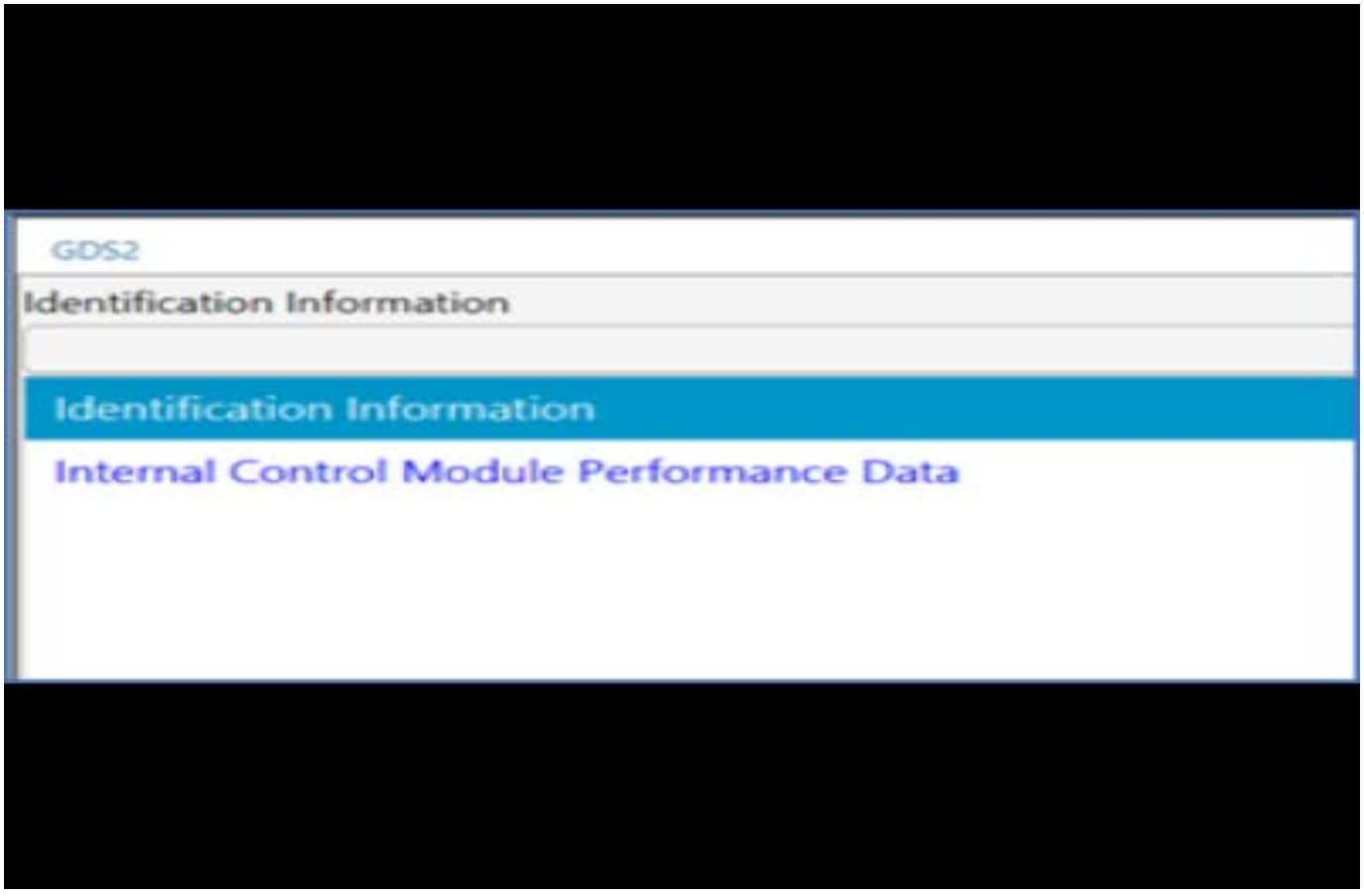
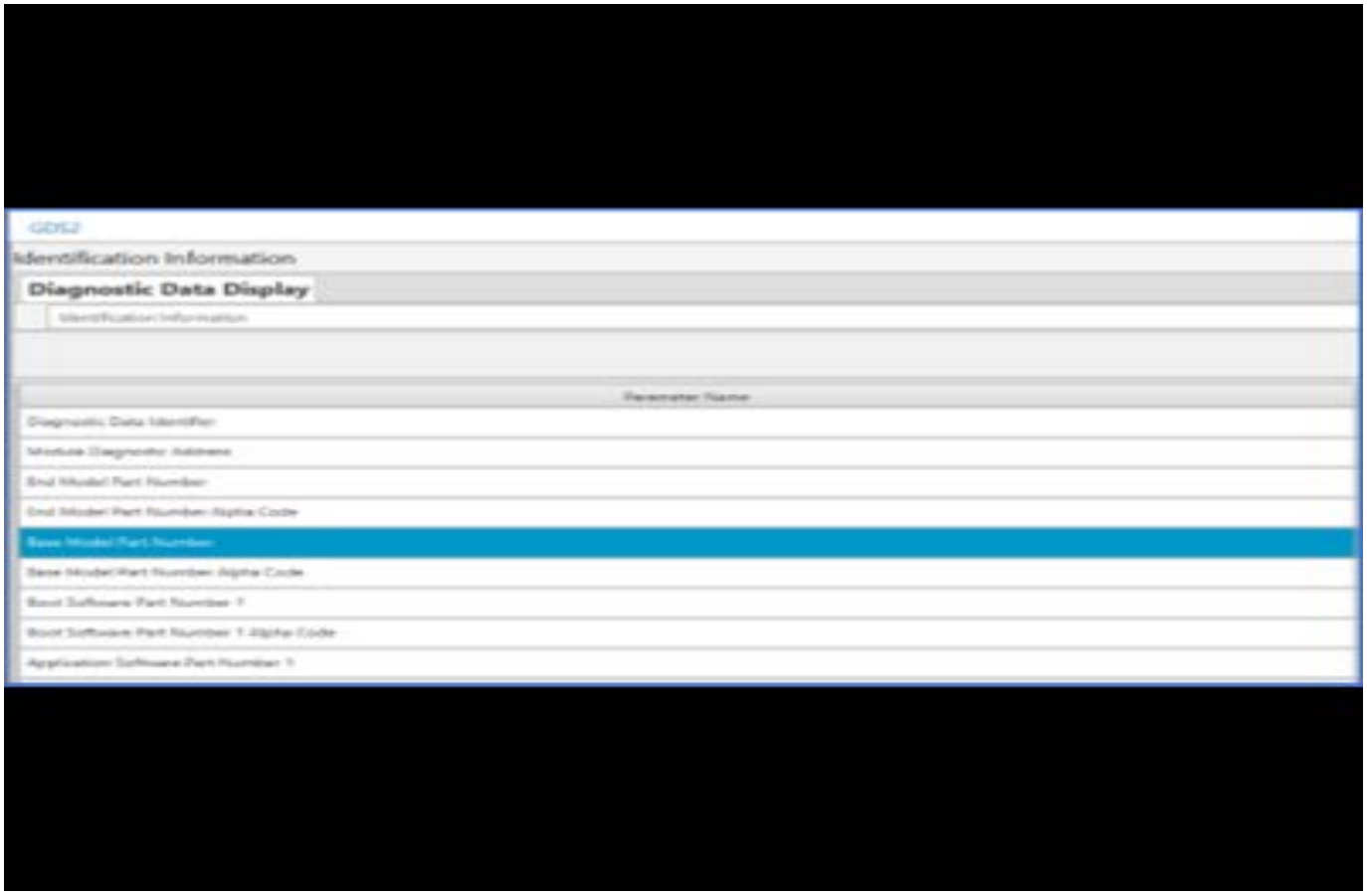


6430399



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BMPNs eligible for this bulletin: 13518569, 13518570, 13518602, 13518603, 13519619, 13519620, 13519648, 13527252, 13527260, 13527261, 13527297, 13527298, 13527827, 13529492, 13529493, 13533809, 13533813, 13533814, 13533817, 13533821.

If the BCM is not a GEN3R, this bulletin does not apply. Continue with standard troubleshooting procedures in SI.

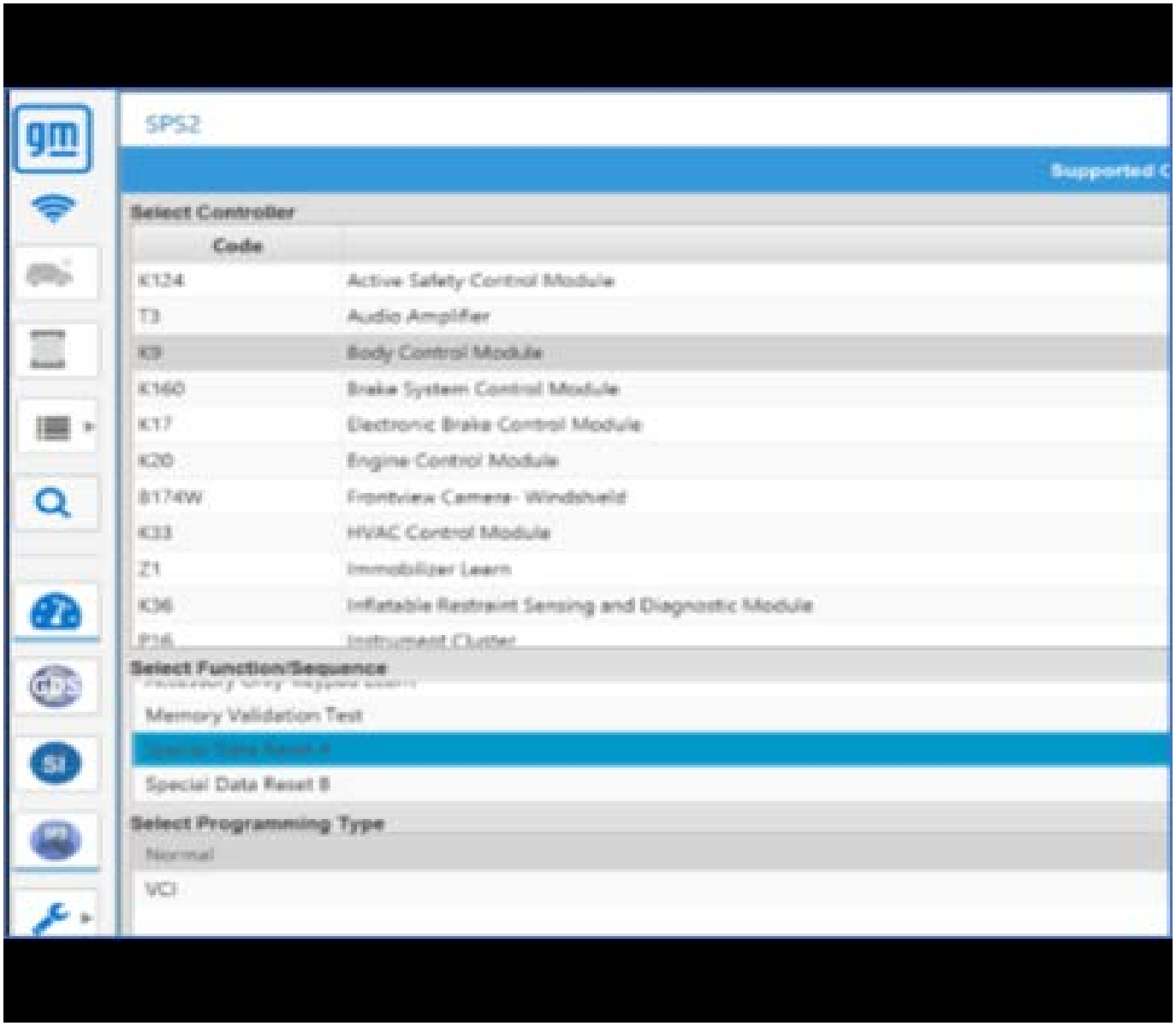
If the BCM is GEN3R, proceed.

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: If an immobilizer learn was previously done prior to this bulletin and the issue was not corrected, proceed to step 4.

1. From SPS Supported Controllers, select K9 Body Control Module “Special Data Reset A.”



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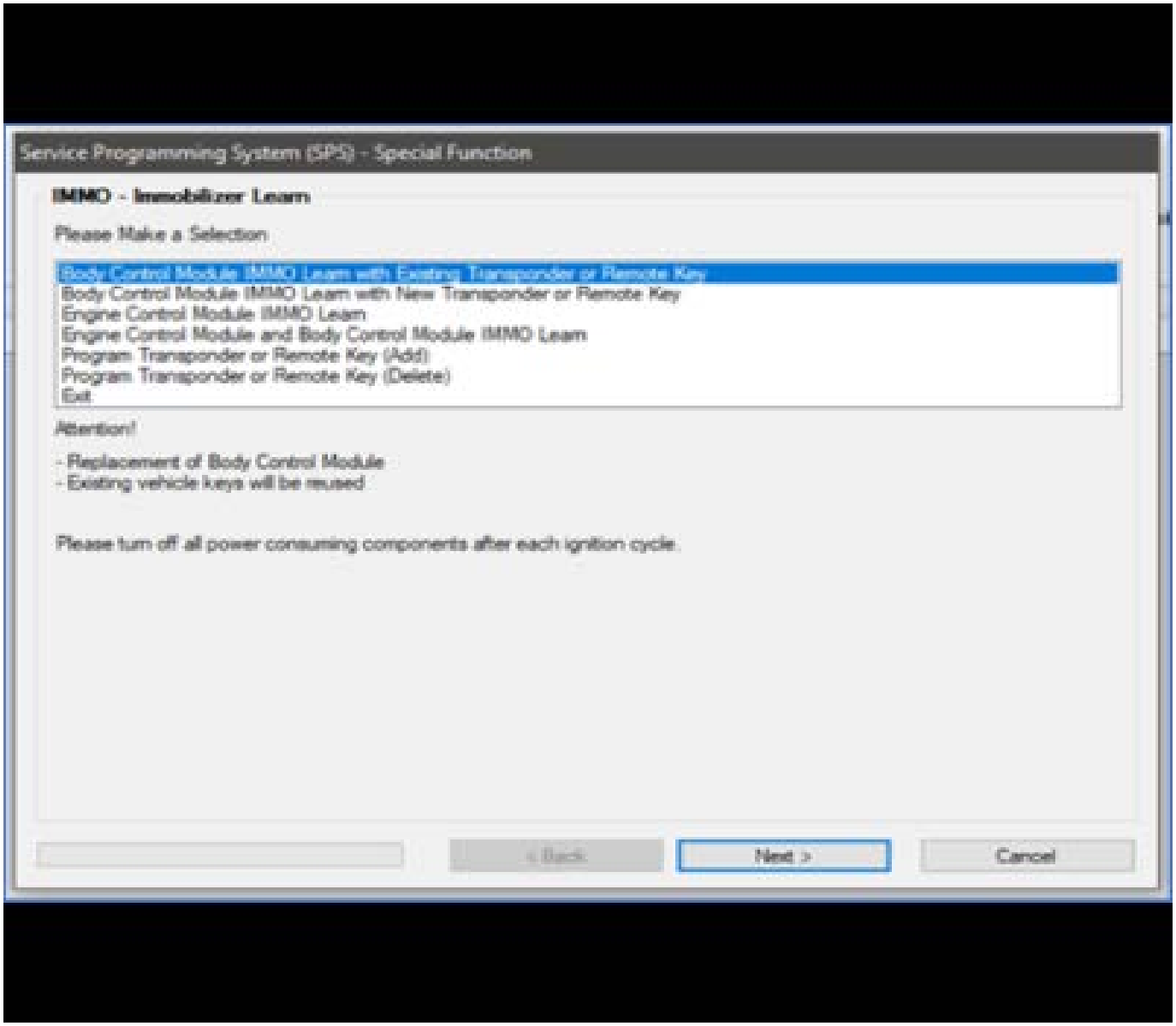
2. Using the **existing** FOBs, from SPS Supported Controllers, select Immobilizer procedure “Body Control Module IMMO Learn with Existing Transponder or Remote Key.”



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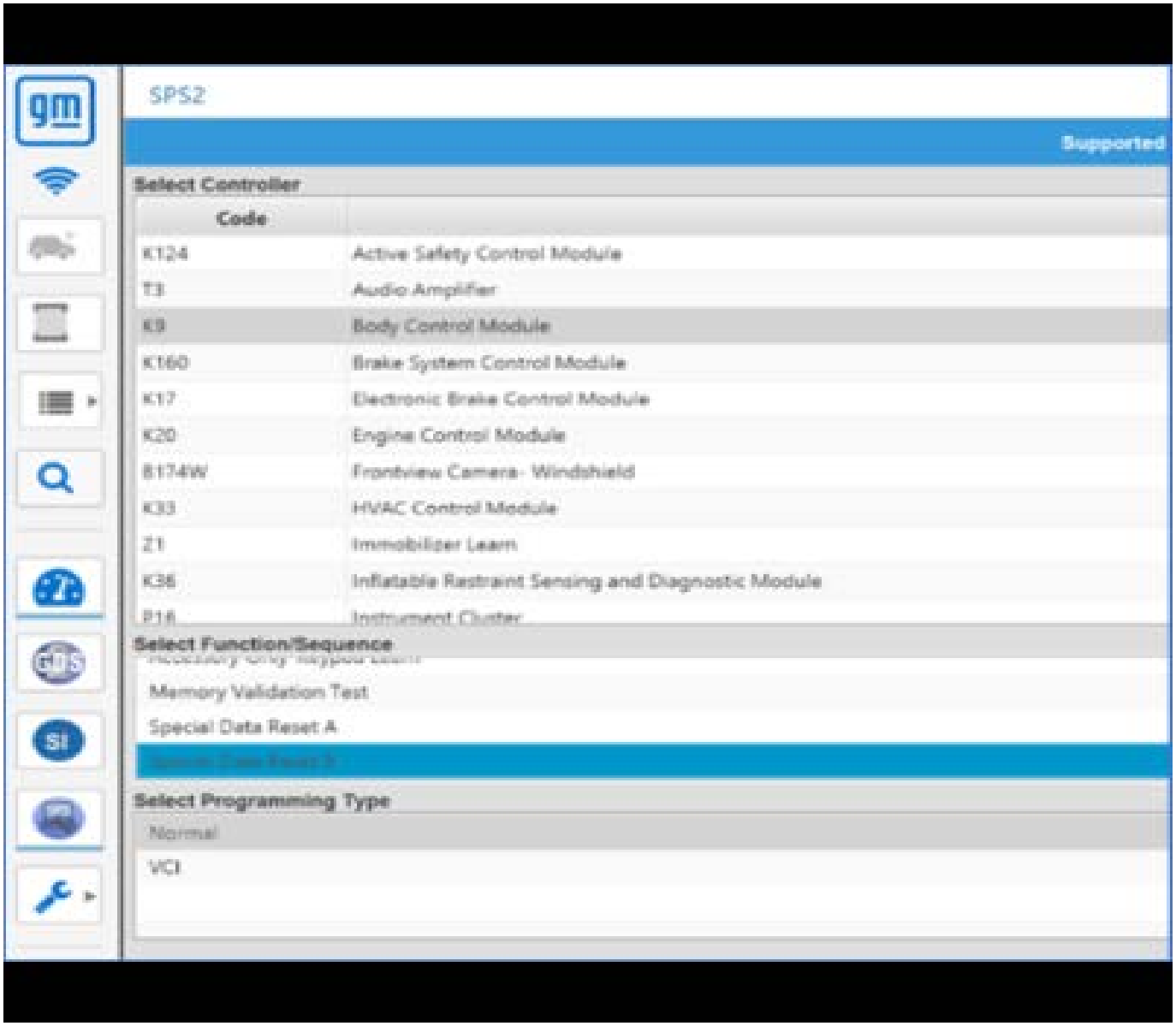
3. Confirm vehicle cranks and starts and all FOB functions work properly on every FOB and that there are no current DTCS. If there are no current DTCs and every FOB function works on all FOBs, stop here. If any DTCs related to this bulletin are still current and vehicle will not start, proceed to step 4.

Important: Only proceed to these next steps if an immobilizer learn was previously done and the issue was not corrected.

4. If an immobilizer learn was already performed, from SPS Supported Controllers, select K9 Body Control Module “Special Data Reset B.”



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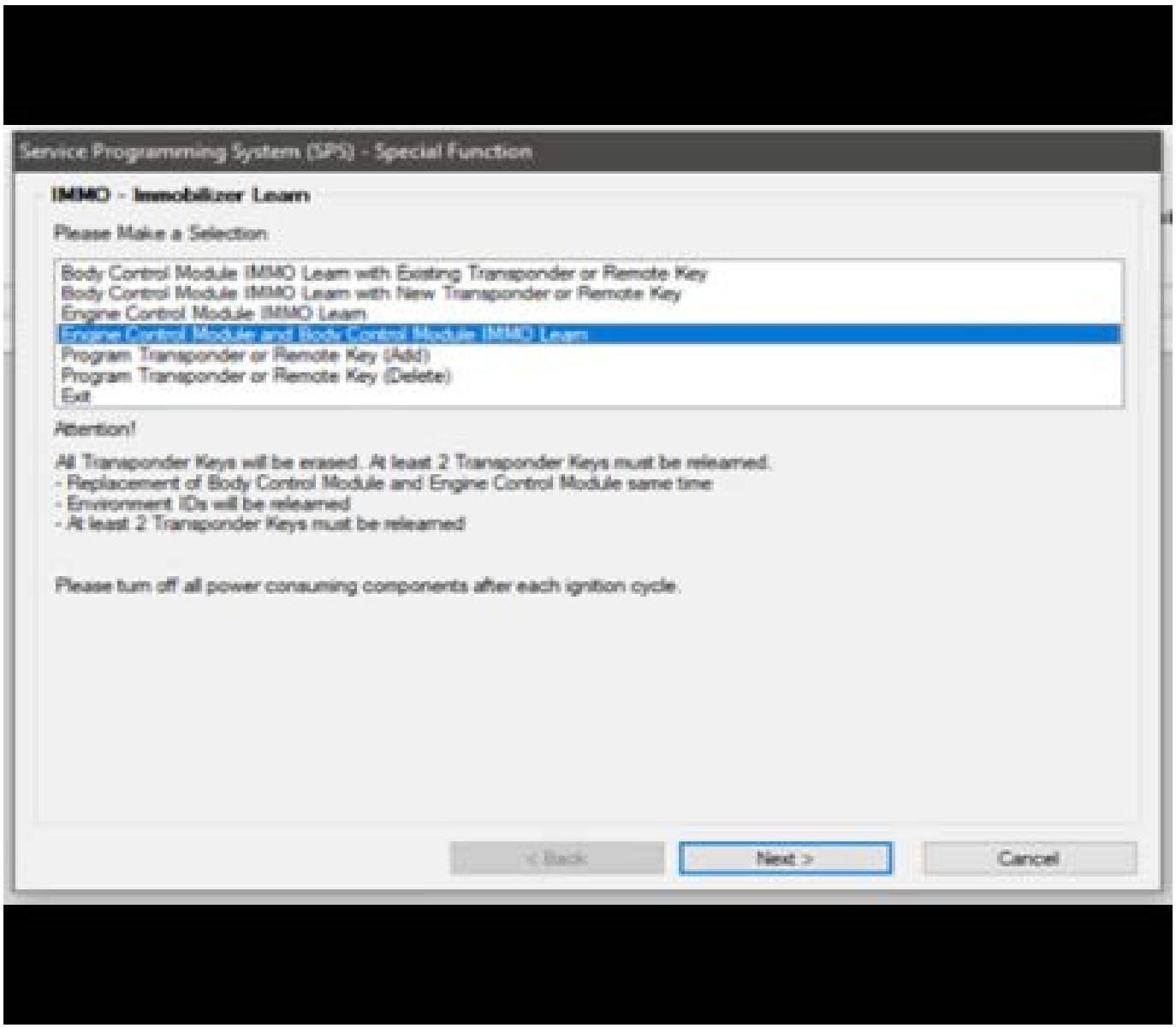
5. Using the **existing** FOBs, from SPS Supported Controllers, select Immobilizer procedure “Engine Control Module and Body Control Module IMMO Learn.”



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6. Confirm vehicle cranks and starts and all FOB functions work properly on every FOB and that there are no current DTCS.

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
*2889808	GEN3R Environment DTC Special Data Reset	0.5 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released September 18, 2023

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

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