



Service Bulletin

Bulletin No.: 23-NA-164

Date: September, 2023

TECHNICAL

Subject: Vehicle will lock and unlock (active functions work) but will not crank or start (loss of passive functions do not work)

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|----------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Buick | Envision | 2019 | 2020 | | | | |
| Chevrolet | Equinox | 2018 | 2022 | | | | |
| | Malibu | 2019 | | | | | |
| GMC | Acadia | 2019 | 2022 | | | | |
| | Terrain | 2018 | | | | | |

| | |
|-----------------------------------|---|
| Involved Region or Country | North America |
| Additional Options (RPOs) | |
| Condition | Some customers may comment the vehicle will lock and unlock (active functions) but the vehicle will not crank (passive functions). |
| Cause | This 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 causing the learned fobs count to show 0. |

Important: Do not attempt the immobilizer procedure or module replacements before following this bulletin.

This procedure ONLY applies to the GEN3R BCM

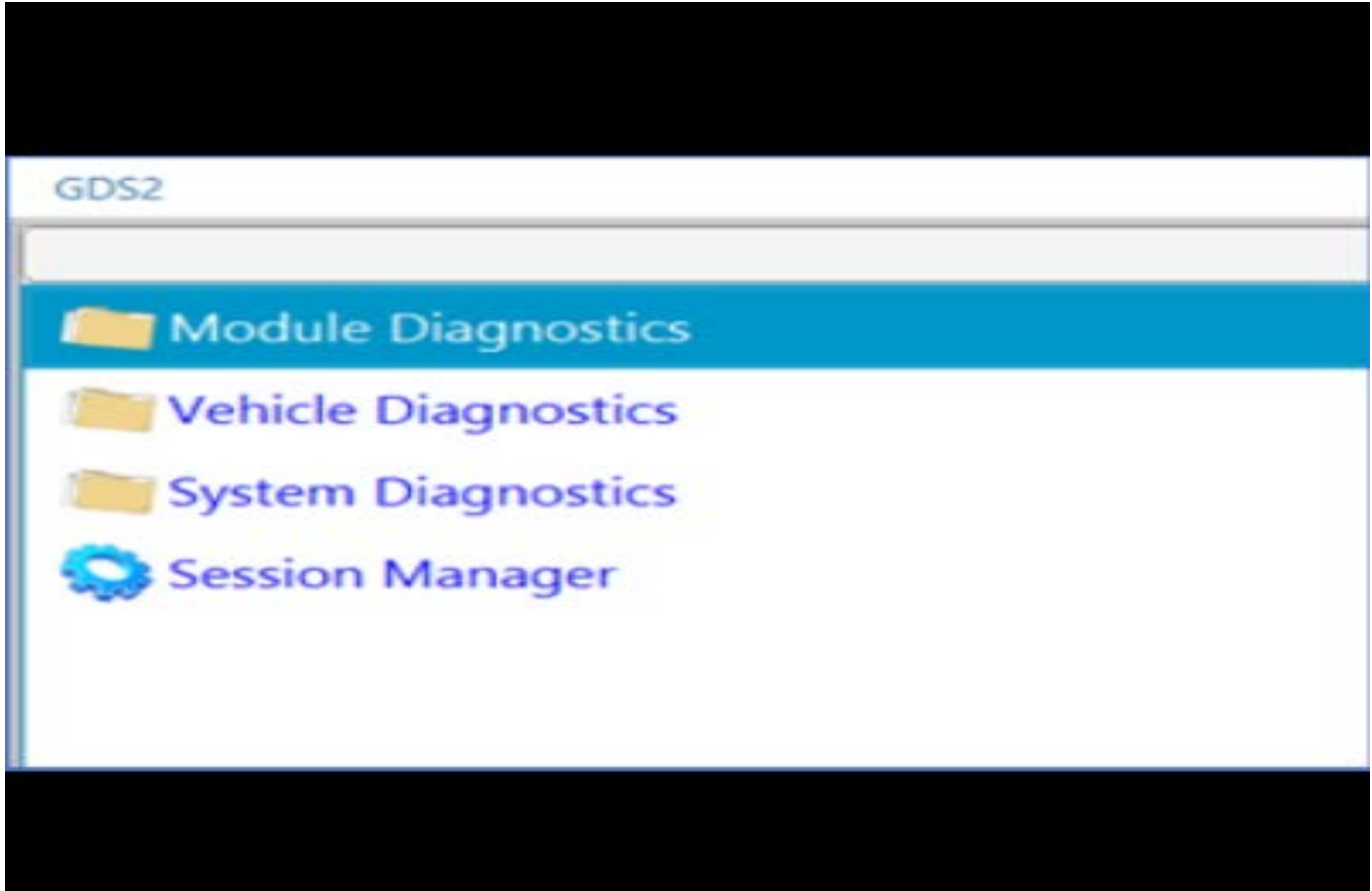
GEN3R BCMs can be identified by either the label on the module or looking up the BMPN part number information in GDS2.



Correction

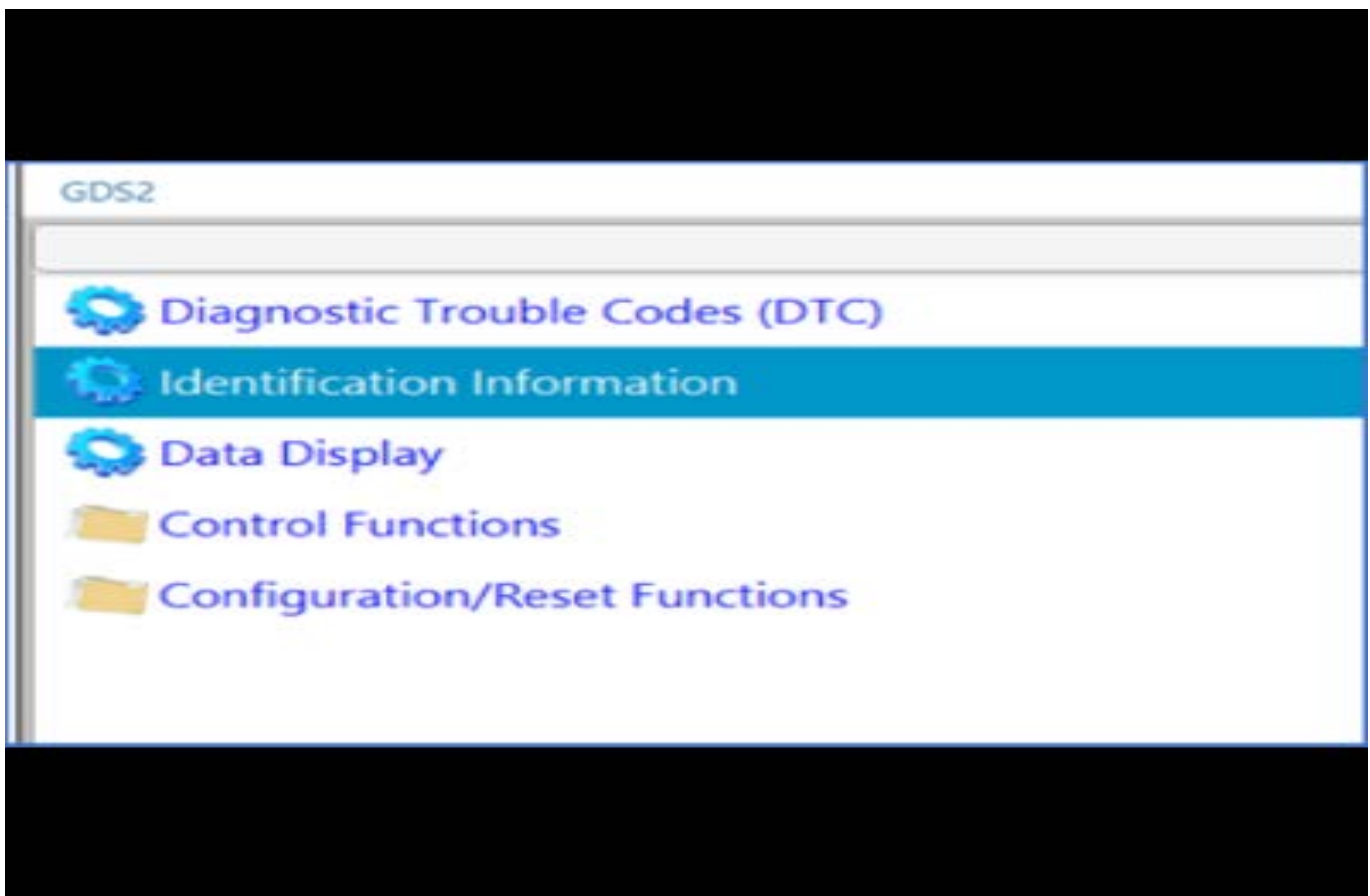
Follow the steps below to verify BMPN is a GEN3R through GDS2.

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.

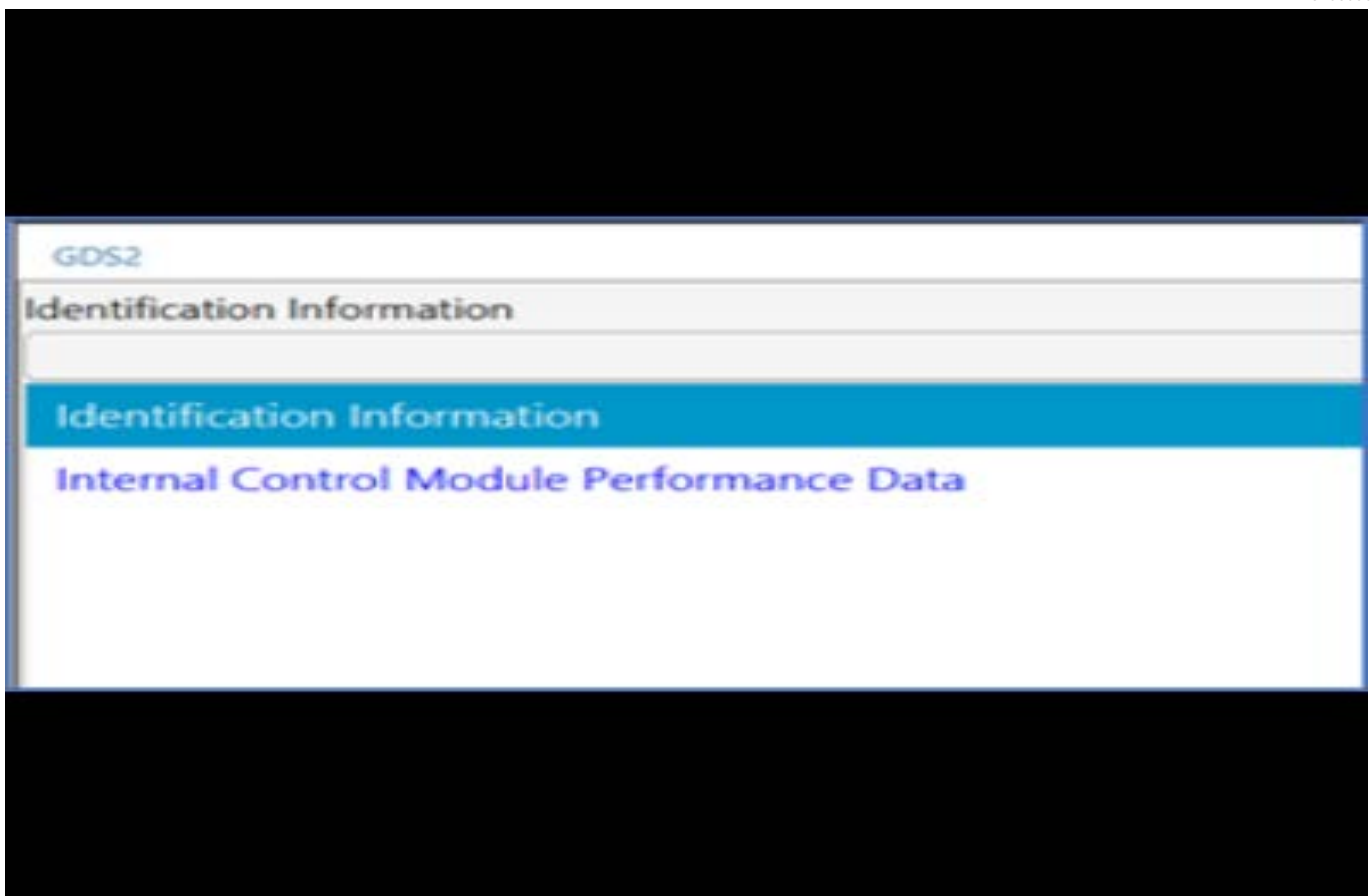


GDS2

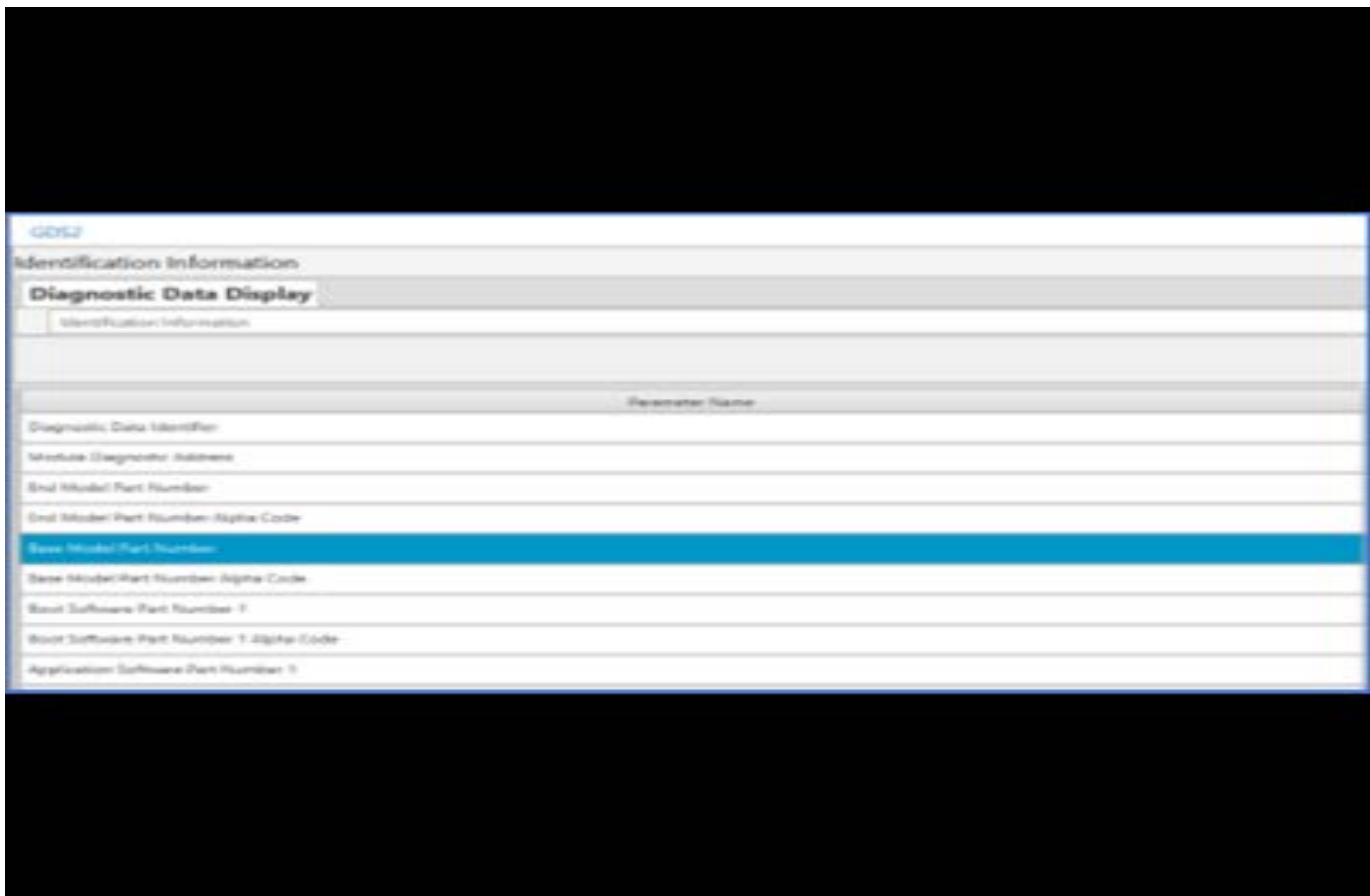
- [K20] Engine Control Module
- [K38A] Chassis Control Module - Auxiliary
- [K71] Transmission Control Module
- [K69] Transfer Case Control Module
- [K164] Differential Control Module
- [K160] Brake System Control Module
- [K43] Power Steering Control Module
- [K19] Electronic Suspension Control Module
- [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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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.

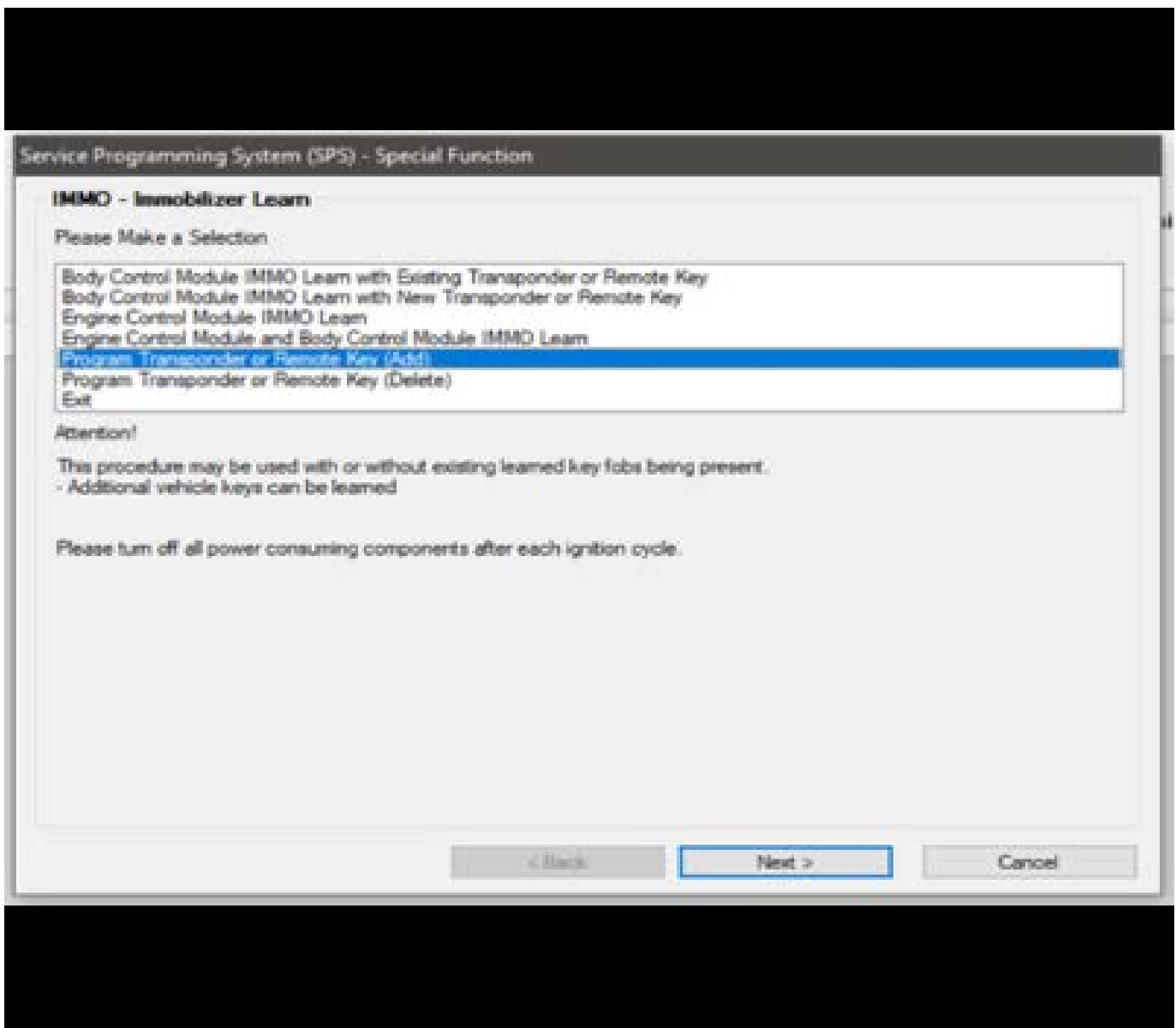
Service Procedure

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.

Note: You will be unable to confirm the FOB count is at 0 during this condition since you cannot power mode the vehicle. When relearning the **existing** FOBs, you will see the FOB count during the SPS Immobilizer procedure. Ensure you have 2 FOBs learned before completing the procedure.

1. From SPS Supported Controllers, select K9 Body Control Module "Program Transponder or Remote Key (Add)" using **both existing** FOBs. If both existing FOBs cannot be located, make sure at least 2 keys are learned during these steps.



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

Parts Information

May require FOB replacements, use Electronic Parts Catalog to determine correct part number.

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 |
|--|-------------------|------------|
| *2889818 | GEN3R FOB Relearn | 0.5 hr |
| *This is a unique Labor Operation for Bulletin use only. | | |

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| Version | 1 |
| Modified | Released September 18, 2023 |

