TECHNICAL

Subject: After A Remote Start When the Start Button Is Pressed the Engine May Stall or Will Not Restart

> **This Service Bulletin is replacing PIT5873G. Please discard all previous copies of PIT5873G.**

Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2022	2023	SOP	March 1, 2023		
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)	2022	2022				
	Silverado 1500	2023	2023				
	Suburban	2022	2023				
	Tahoe	2022	2023				
GMC	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)	2022	2022				
	Sierra 1500	2023	2023				
	Yukon Yukon XL	2022	2023				

Involved Region or Country	North America, Uzbekistan, Middle East, Russia, Israel, Palestine, Bolivia, Chile, Colombia, Ecuador, Peru, Japan, Kazakhstan, Korea, Thailand
Additional Options (RPOs)	
Condition	Some customers may comment that after using the remote vehicle start, either from the fob or app, they experienced any of the following issues: • 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 the condition may be a Body Control Module (BCM) messaging issue.
Correction	Reprogram the BCM following service information instructions to update to the newest software level.

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.**
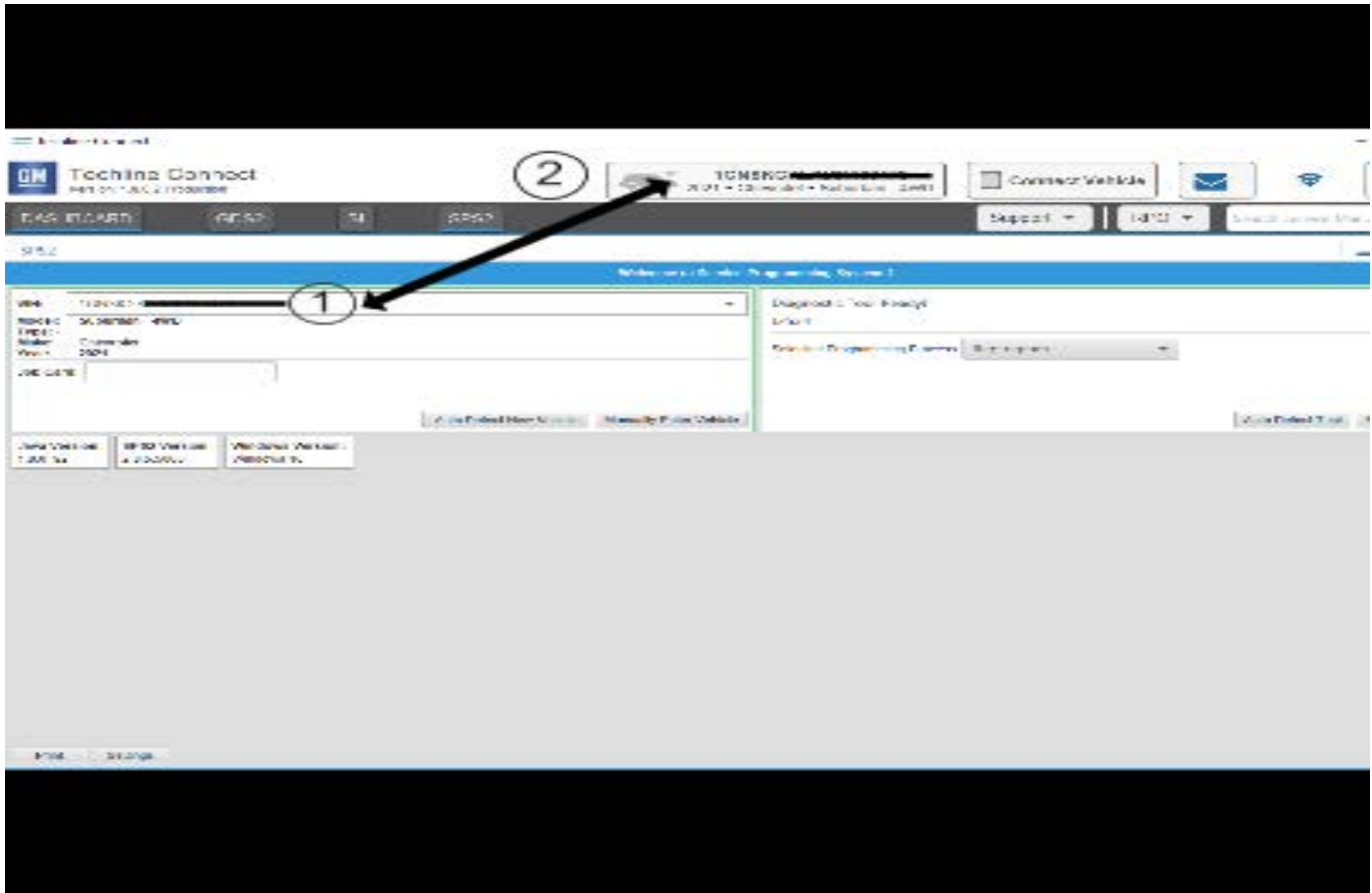
Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.

- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.

- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/ Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.
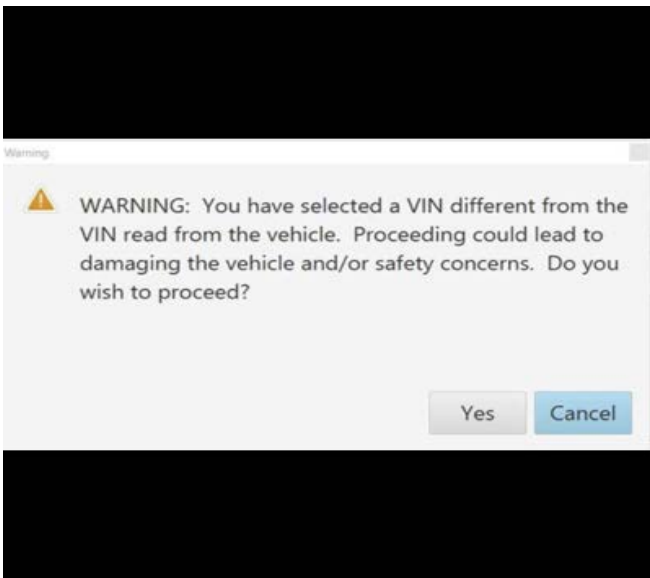
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.

- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.

- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.
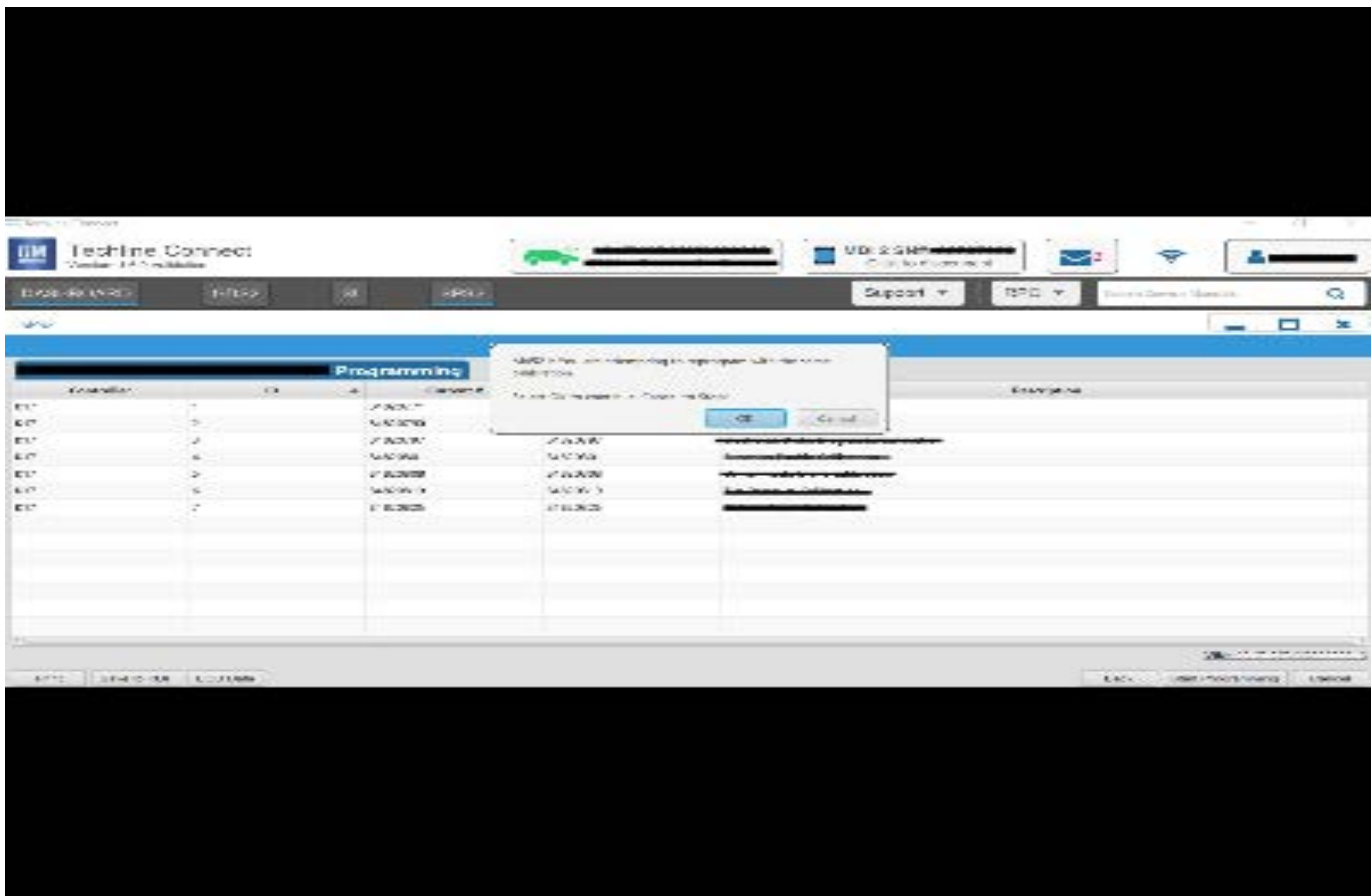

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Important: If the vehicle VIN DOES NOT match, the message below will be shown

Warning

⚠ WARNING: You have selected a VIN different from the VIN read from the vehicle. Proceeding could lead to damaging the vehicle and/or safety concerns. Do you wish to proceed?

Yes   Cancel

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Important: Techline Connect screens shown above.

Important: If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the Body Control Module. Refer to *K9 Body Control Module: Programming and Setup in the Service Manual*.

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Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

Important: To avoid warranty transaction rejections, you MUST record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.
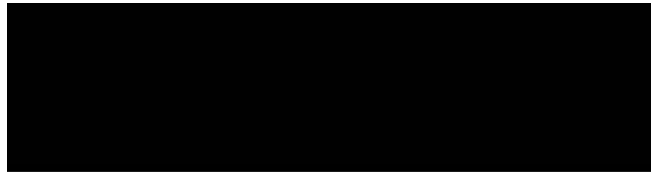
Warranty Information

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.

**Important:** **To avoid warranty transaction rejections, carefully read and follow the instructions below:

Labour Time [Top]
Labour Operation Code:

Additional labour op code information: SPS Warranty Claim Code:

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- The Warranty Claim Code must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

Warranty Claim Code Information Retrieval
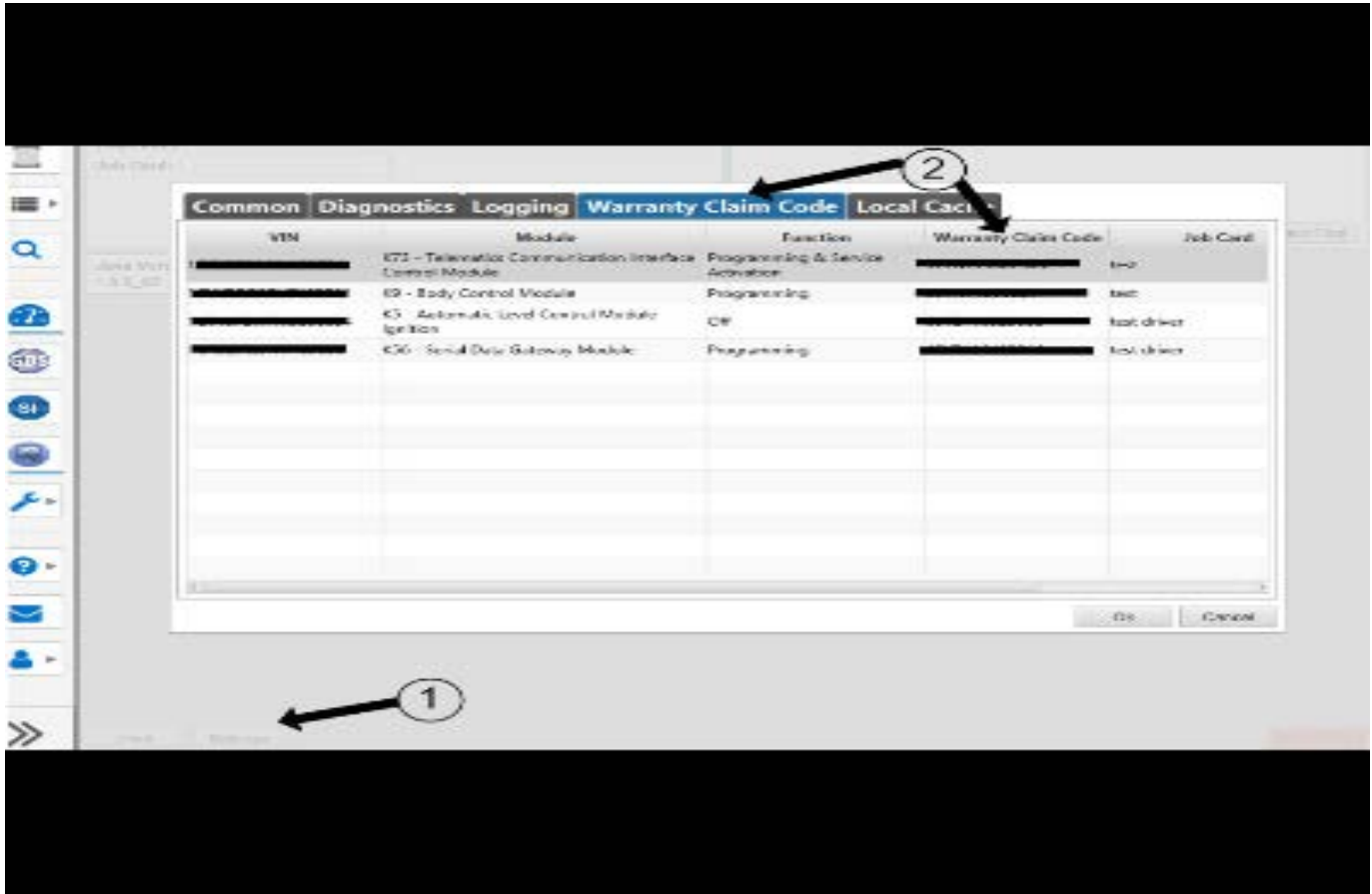
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If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	2
Modified	Released February 28, 2023
	Revised October 12, 2023 – Added breakpoint date.