



# Service Bulletin

Bulletin No.: 21-NA-132

Date: January, 2024

## INFORMATION

**Subject: Changes to the Automatic Stop/Start Feature for Certain 2021/2022 Escalade Models, Cheyenne, Silverado 1500, Suburban, Tahoe, Sierra 1500, Yukon Models Equipped with RPO NSS**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2022	-	-	L84 or L87	MQB, MQC, MHS, or MHT
Chevrolet	Cheyenne						
	Silverado 1500						
	Suburban						
	Tahoe						
GMC	Sierra 1500 Yukon Models						

<b>Involved Region or Country</b>	<b>Pickup: United States, Canada, Mexico, Australia and New Zealand SUV: United States, Canada, Mexico, Middle East</b>
<b>Additional Options (RPOs)</b>	<ul style="list-style-type: none"> <li>RPO NSS – Not Equipped with Automatic Stop/Start System</li> <li>Affected vehicles will continue to include RPO KL9 – Automatic Stop/Start System, (for content which will remain)</li> <li>Affected vehicles will include RPO NSS (for affected system content)</li> </ul>

### Information

**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.**

Beginning in June 2021, most 2021 Escalade models, Cheyenne, Silverado 1500, Suburban, Tahoe, Sierra 1500, Yukon models equipped with L84 or L87 with MQB or MQC 10-speed transmissions will be produced without the Automatic Stop/Start feature.

Pickup and SUV models equipped with L84 or L87 with MQB or MQC which are produced without Automatic Stop/Start function will be identified with New RPO NSS (Not Equipped with Automatic Stop/Start).

### Considerations for Diagnosing Base Engine or Electrical Wiring Concerns

Certain system components related to Automatic Stop/Start (KL9) will be unchanged in vehicles equipped with NSS: T19 - Multifunction Power Supply Converter, Starter Motor, Battery, Wiring and Connectors. For vehicles equipped with NSS, the Automatic Stop/Start disable switch will not be present, the instrument cluster will no longer show "Auto Stop," and some internal transmission components have been omitted from the vehicle. The transmission will not be capable of the Automatic Stop/Start function.

When diagnosing and repairing transmission, engine, or electrical concerns on NSS equipped vehicles, which may be related to Automatic Stop/Start related hardware. DTCs related to the Stop/Start system may still be enabled. Utilize appropriate diagnostics within SI and replace any needed components as directed. No changes will occur to Automatic Stop/Start related components, except as noted.

<b>Version</b>	4
<b>Modified</b>	Released June 09, 2021 Revised October 29, 2021 – Revising to add Cheyenne in the Subject and under Information and revised information under Considerations for Diagnosing Base Engine or Electrical Wiring Concerns. Revised February 10, 2023 — Added the 2022 Model Year. Revised January 25, 2024 – Added MHS and MHT Transmission RPO's.

