



Service Bulletin

File in Section: 08 - Body and Accessories

Bulletin No.: 13-08-116-001

Date: February, 2013

TECHNICAL

Subject: Aftermarket ALDL or DLC Interface Devices Causing Multiple Issues

Models: 2006-2013 GM Passenger Cars and Trucks

Condition

Customers may comment on various issues with their vehicle related to high or low speed data bus traffic. These concerns may be widely varied, but some of the known issues are listed below.

Note: This bulletin is being issued with a focus on full-size trucks and full-size vans along with other fleet vehicles, but may apply to any vehicle.

Known Symptoms:

- The radio may not shut off after shutting down vehicle.
- Bus or LAN traffic may stay active leading to a discharged vehicle battery.
- Problems reprogramming modules either because of interference or the device will not allow the bus to power down.
- ONSTAR[®] may lose the ability to provide diagnostic data.
- Various engine and transmission performance issues with SES light ON.
- Intermittent driveability issues.
- Reduced power message and codes.
- Stabilitrak[®] message and codes.
- C0561 stored in the EBCM leading to a traction control issue.
- No high speed LAN communication along with various communication U-codes.
- Transmission may not shift for one key cycle (TCM in default mode).
- Erratic gauge readings or flickering displays.
- SES, MIL or CEL light set and numerous DTC communication codes such as U0100, U0101, U186B and U1862.
- Diesel power-up devices causing no power in 4WD low range.
- Service Tire Pressure Monitoring (TPM) system light illuminated.
 - Cannot relearn TPM
- Specific to Hybrids:
 - Reduced propulsion power message.
 - Service high voltage charging system message.

Cause

If nothing else can be identified as the root cause of the issue, check for a device plugged into the Assembly Line Diagnostic Link (ALDL) or Data Link Connector (DLC) for tracking and/or maintenance interval scheduling. Insurance monitoring devices, along with other electronic accessories such as aftermarket cruise control, or police speed checking devices (RADAR or LIDAR) may cause one or more of the concerns listed above.

Many of the problems described could be caused by an open connection on the HSCAN bus. Example: if the device only makes connection with one CAN +, then it will cause bus errors and erratic ECU behavior.

These devices may be removed by the customer for use in another vehicle while theirs is brought in for service. The intent of this bulletin is to identify a potential source of concerns that do not have other diagnostic methods to identify them. The examples below illustrate some of the devices encountered.

Examples:

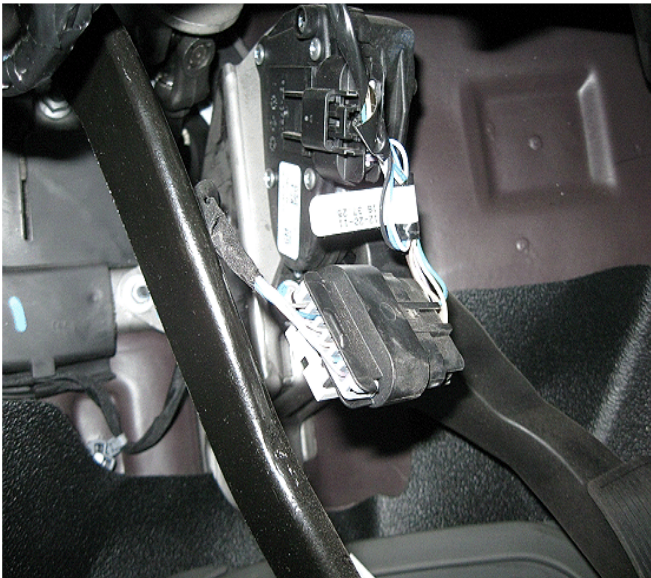
Device W/Secondary DLC Connector



3260852

This device has another DLC connector on it. The rest of the harness along with the device can be placed out of sight hidden from the technician, who may not notice the diagnostic connector is not in the factory location.

Pedal Mounted Aftermarket Cruise Control Interface



3260861

Aftermarket Cruise Control Interface at ALDL



3260880

Aftermarket Cruise Control Switch



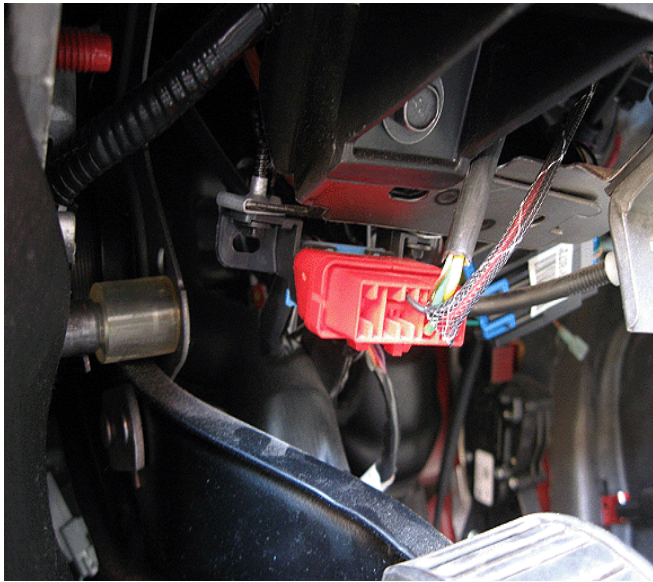
3260934

Insurance Monitoring Device



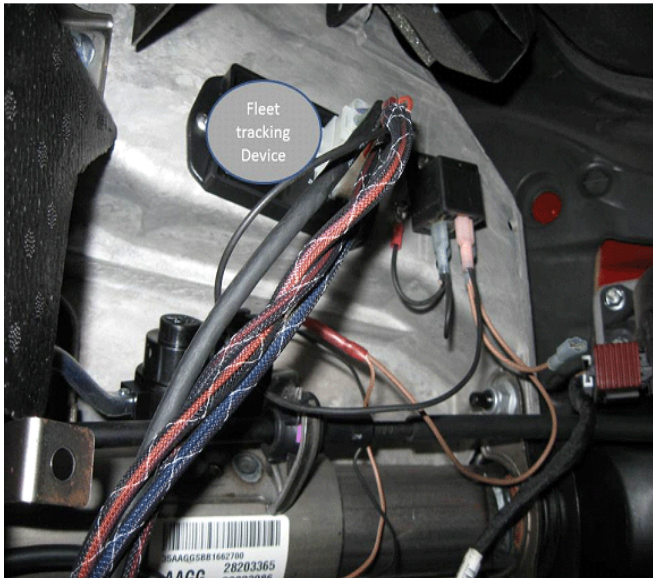
3260916

Fleet Tracking Device Interface (May Include Rental and Lease Vehicles)



3260960

Fleet Tracking Device Plugged Into the DLC



3260973

Correction

If the device is available, attempt to duplicate the condition, then remove the device to determine if the condition is eliminated. If confirmed, inform the customer of the issue and that they need to work with the supplier of the device for further resolution.

If the condition is not eliminated, continue with Service Information Diagnostics.

Parts Information

There should not be any parts required. If parts appear to have been damaged by the device or the installation of the device, this would not be a defect covered under the New Vehicle Limited Warranty. For more information on Non-General Motors Parts & Equipment and Original Equipment Alterations, please refer to Article 1.2.2.12 of the Service Policies and Procedures Manual. The repair order must be documented correctly stating factual information on what alteration or product was identified on the vehicle.

Warranty Information

If ALDL interface devices are suspected as the root cause for a customer's concerns submit a claim using the Z1111 labor operation to document the concern as detailed in bulletin "Warranty Administration - Labor Operation Z1111 - Suspected Tampering or Vehicle Modifications 09-00-89-016B including submitting the claim under the appropriate labor operation and Customer Satisfaction selection in Global Warranty Management.

If a claim is submitted to GM, follow all existing guidelines within the Policy and Procedures and Claims Processing Manual, Administrative Messages, Bulletins or any other communication format.

Labor Operation	Description	Labor Time
Z1111*	Suspected Tampering	0.2 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

