Service Bulletin

INFORMATION

Subject: **Warranty, SPS, Control Module Diagnostics and Configuration Information, Programming, Set-Up**

Models: **2014 and Prior GM Cars and Light Duty Trucks**

This bulletin has been revised to add the 2014 model year, add new Reprogramming with SPS labor codes and Warranty Information. Please discard Corporate Bulletin Number 06-08-47-001I.

Module reprogramming labor codes are used to submit warranty claims for reprogramming (without replacement) of a control module with new or updated software and/or calibration files using the TIS Service Programming System (SPS) application. The following labor operation descriptors for the reprogramming labor operations have been revised to specify that they are only to be used for performing the SPS procedure. These labor codes are only applicable for control modules that have valid service software/calibration files released and are not to be used when replacing a module. The module replacement labor operations include the appropriate time for any configuration or programming procedures that are required. Refer to "Programming and Setup" instructions found in the "Control Module References" document in the service manual for any specific re-programming instructions. Re-programming instructions may be different then programming a new control module.

Important:

- While most modules program quickly, some modules, and/or or sequential programming events, may require extended programming time and may require the use of the EL-49642 SPS Programming Support Tool to maintain system voltage even on a well charged vehicle. Please consult the Control Module References for module specific programming and set up procedures for detailed instructions.

- Control module replacement labor codes include programming and/or set-up time as appropriate.

- When the component is being replaced, reprogramming labor codes are NOT to be used along with the module replacement labor code.

- Reprogramming a control module with the same calibration is not considered a valid repair.

- When a bulletin is published with a special bulletin-only labor code, the diagnosis time is not included unless there are specific diagnostic steps called out in the bulletin.

- The reprogramming labor codes may not be applicable to all vehicles. Refer to Labor Time Guide for usage and times.

Warranty Claim Code	Customer Complaint	Description	Op #
All	Campaign or Bulletin	If a labor op was included in the bulletin, please use the listed op number.	As Listed
10, 11 or 12xxx	Engine Related	Powertrain Control Module – Engine Reprogramming with SPS	2810095
10, 11 or 12xxx	Engine Related	Engine Control Module Reprogramming with SPS	2810075
10, 11 or 12xxx	Engine Related	Driver Motor Generator Power Inverter Module Programming with SPS	2810295
10, 11 or 12xxx	Engine Related	Driver Motor Generator Battery Control Module Programming with SPS	2810315
10, 11 or 12xxx	Transmission Related	Powertrain Control Module – Transmission Reprogramming with SPS	2810115
18xxx	All	Transmission Control Module – Transmission Reprogramming with SPS	2810175
18xxx	All	Control Solenoid Valve and Transmission Control Module Assembly Reprogramming with SPS	2810155
1Axxx	All	Transfer Case Module Reprogramming with SPS	2810135
28xxx	All	Electronic Brake and/or Traction Control Module Reprogramming with SPS	2810035
40, 41 or 43xxx	All	Body Control Module Reprogramming with SPS	2810215
40, 41 or 43xxx	All	Door Lock and Side Window Switch Reprogramming with SPS	2810235
40, 41 or 43xxx	All	Serial Data Gateway Module Programming with SPS	2810275
60 or 65xxx	All	Instrument Panel Cluster Reprogramming with SPS	2810195
97xxx	All	Communication Interface Module Reprogramming with SPS	2810415
99xxx	All	HVAC Control Head Module Reprogramming with SPS	2810015
80xxx	All	Radio – Reprogram with SPS	2810335
B0xxx	All	Remote Control Door Lock Receiver Reprogramming with SPS	2810355
13xxx	All	Fuel Pump Control Module Reprogramming with SPS	2810085
38xxx	All	Electronic Suspension Control Module Reprogramming with SPS	2810145
2Bxxx	All	Electronic Parking Brake Control Module Reprogramming with SPS	2810205
CA or CCxxx	All	Battery Charger Reprogramming with SPS	2810285
BBxxx	All	Parking Assist Control Module Reprogramming with SPS	2810375
6Cxxx	All	Active Safety Control Module Reprogramming with SPS	2810435
AD or 11xxx	All	Folding Top Control Module Reprogramming with SPS	2810455
72xxx	All	Headlamp Control Module Reprogramming with SPS	2810475
62xxx	All	Head-Up Display Reprogramming with SPS	2810495
58xxx	All	Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS	2810525
AFxxx	All	Keyless Entry Control Module Reprogramming with SPS	2810545
FDxxx	All	Multi-Axis Acceleration Sensor Module Reprogramming with SPS	2810565
8Exxx	All	Multimedia Player Interface Module Reprogramming with SPS	2810585
31xxx	All	Power Steering Control Module Reprogramming with SPS	2810625
D2xxx	All	Radar Sensor Module - Long Range Reprogramming with SPS	2810645
D3, D6 or D7xxx	All	Radar Sensor Module - Short Range Reprogramming with SPS	2810655
1Axxx	All	Rear Differential Clutch Control Module Reprogramming with SPS	2810695
A0, A9 or D0xxx	All	Front Seat Heater Control Module Reprogramming with SPS	2810715
AAxxx	All	Rear Seat Heater Control Module Reprogramming with SPS	2810745

Warranty Claim Code	Customer Complaint	Description	Op #
B9 or 5Bxxx	All	Side Object Sensor Reprogramming with SPS	2810765
C2xxx	All	Steering Column Lock Control Module Reprogramming with SPS	2810775
2Dxxx	All	Trailer Lamp Control Module Reprogramming with SPS	2810795
86xxx	All	Media Disc Player Reprogramming with SPS	2810815
BCxxx	All	Front View Camera Reprogramming with SPS	2810835
81xxx	All	Radio Speaker Amplifier Reprogramming with SPS	2810855
A8 or D0xxx	All	Driver or Passenger Seat Adjuster Memory Module Reprogramming with SPS	2810875
A4xxx	All	Accessory and Liftgate Control Module Reprogramming with SPS	2810905
CCxxx	All	Accessory DC Power Control Module Reprogramming with SPS	2810925
CA or CDxxx	All	Battery Energy Control Module Reprogramming with SPS	2810945
9Dxxx	All	Coolant Heater Control Module Reprogramming with SPS	2810965
9Cxxx	All	Air Conditioning Compressor Control Module Reprogramming with SPS	2810985
FCxxx or FDxxx	All	Occasionally a code generated after an SPS programming sequence or other SPS procedure	See LTG or associated Technical Bulletin
FExxx	All	Vehicle Theft Deterrent procedure	See LTG or associated Technical Bulletin
Sxxxx or Txxx or Uxxx .. Zxxxx	All	Special SPS Sequential Reprogramming event that generates a Warranty Claim Code	See LTG or associated Technical Bulletin

Warranty Claim Information

When submitting a warranty claim for any of the above reprogramming labor codes, the Warranty Claim Code from the "Programming Complete" screen that is displayed when the SPS procedure is complete is **required** to be entered on the warranty claim. When submitting a claim using the Global Warranty Management system the Warranty Claim Code is required to be entered on the Labor Operation Dependency field.

Some control modules will require programming to be completed by using a USB memory stick with uploaded files from the TIS2 Web application. The programming to the USB memory stick will generate a Warranty Claim Code.

There are also some control modules which may require additional Setup and or Configuration procedures to be completed after the reprogramming event. Each of these events will generate a Warranty Claim Code.

When more than one Warranty Claim Code is generated for a control module programming event it is **required** to enter all of these codes into the GWM Labor Operation Dependency field. Place up to 3 Warranty Claim Codes in the Labor Operation Dependency field using commas to separate each code. Example: 6022A, FDDC6, FD3AC

Claims that do not include the Warranty Claim Code in the Labor Operation Dependency field will be subject to audit and subsequent debit. The Warranty Claim Code is only available when using the TIS-2-Web application. The CD or stand-alone version of TIS does not support the Warranty Claim Code.

Important: After 11/1/07, any claims without the Warranty Claim Code submitted will be rejected. It is recommended that a printed copy of the Warranty Claim Code be attached to the repair order.

Important:

- The Warranty Claim Code should be submitted on all warranty claims in which the vehicle was programmed using the TIS-2-Web application. Warranty claims will be eligible for reject/review and/or subsequent debit if the Warranty Claim Code is not included in the Labor Operation Dependency field of the claim.

- Enter DTC information (with Symptom Byte if applicable) in the Correction Description or Comment field of the warranty claim.

- If an R&R procedure requires SPS programming, please add the Warranty Claim Code in the Labor Operation Dependency field for this warranty claim. Use ONLY the replacement labor code.
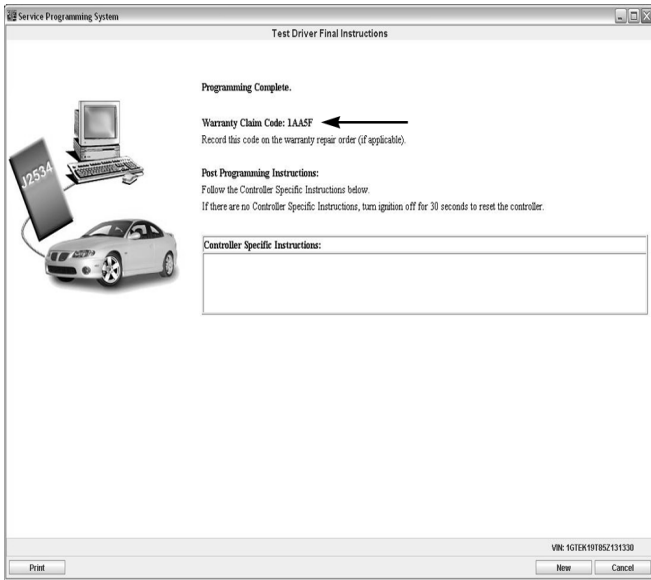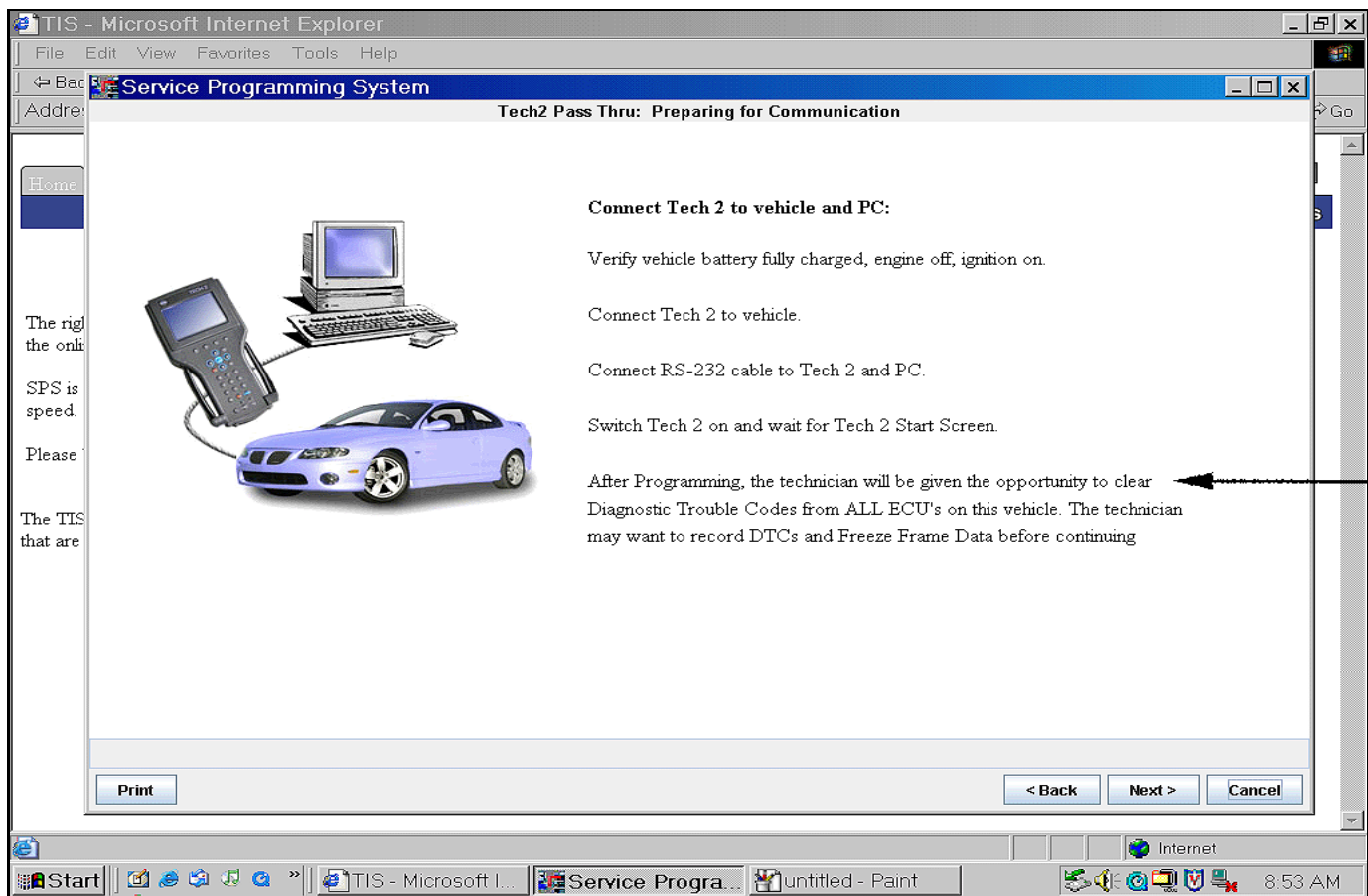
1755854
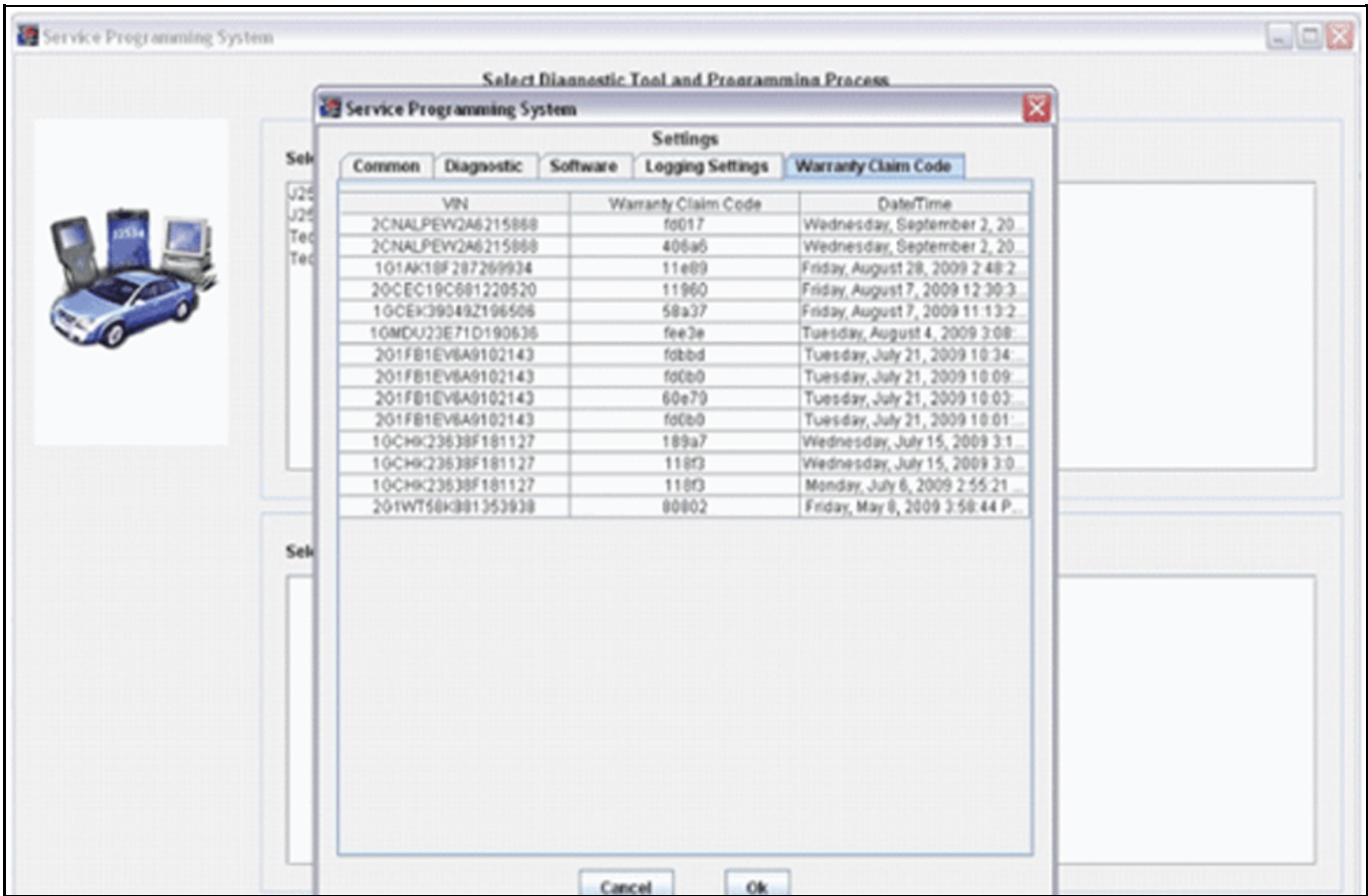
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Warranty Claim Code retrieval

If the need arises to find out what the specific SPS Warranty Claim Code was on a prior programming event, use the following steps to retrieve the code:
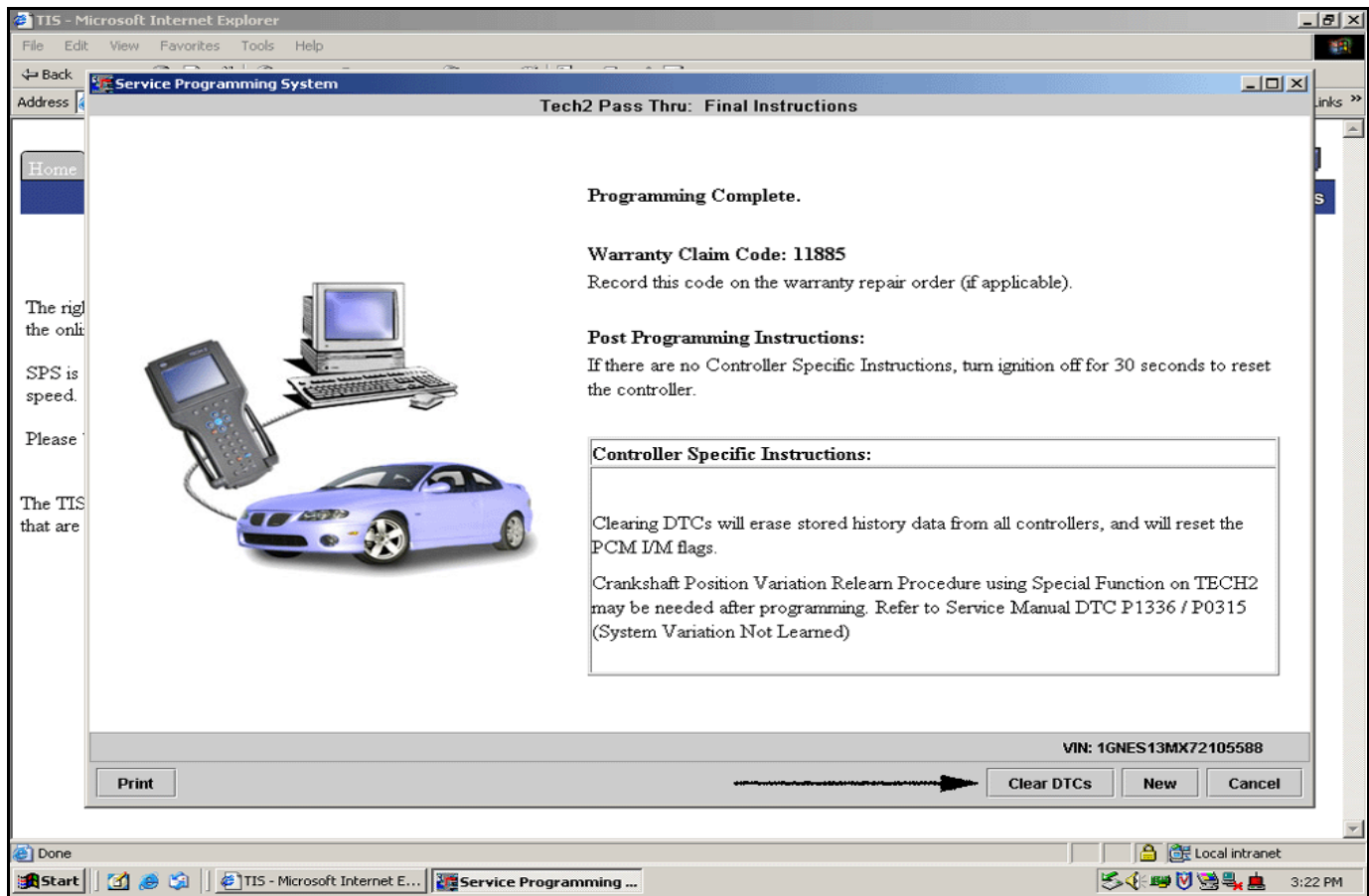
1. Open up TIS on the computer used to program the vehicle.
2. Select and start "Service Programming System (SPS)."
3. Select "Settings."
4. Select "Warranty Claim Code" tab.

Clear All Diagnostic Trouble Code Procedures

An enhancement to the SPS system will enable the technician to clear any DTCs present from all of the ECUs on the vehicle. There is text added to the setup screen reminding that this feature will be available. Since this function clears any DTCs that are present from all controllers on the vehicle, the technician may want to check for and record DTCs before proceeding with the SPS event.

Tech2 Pass Thru: Preparing for Communication

Connect Tech 2 to vehicle and PC:

Verify vehicle battery fully charged, engine off, ignition on.

Connect Tech 2 to vehicle.

Connect RS-232 cable to Tech 2 and PC.

Switch Tech 2 on and wait for Tech 2 Start Screen.

After Programming, the technician will be given the opportunity to clear Diagnostic Trouble Codes from ALL ECU's on this vehicle. The technician may want to record DTCs and Freeze Frame Data before continuing

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After programming is complete, the option to clear all DTCs will be presented. The technician should remember that when used, the clear all DTCs command will clear ECM DTCs, meaning that IM flags will be reset.

Programming Complete.

Warranty Claim Code: 11885
Record this code on the warranty repair order (if applicable).

Post Programming Instructions:
If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Controller Specific Instructions:

Clearing DTCs will erase stored history data from all controllers, and will reset the PCM I/M flags.

Crankshaft Position Variation Relearn Procedure using Special Function on TECH2 may be needed after programming. Refer to Service Manual DTC P1336 / P0315 (System Variation Not Learned)

VIN: 1GNES13MX72105588

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Other Electrical Labor Only Procedures

There are other electrical procedures that are not associated with a module part replacement and are also not considered reprogramming. The following table provides examples of these procedures and the appropriate handling from a warranty perspective.

Procedure	Description	Warranty Policy
Set-Up	A procedure that configures a Control Module to vehicle-specific content, operating location, etc. This is also known as "bit flipping" or "option configuration". This is done one time as part of a Control Module replacement procedure.	Labor times are included in the Control Module replacement procedure. Additional time for setup or reprogramming is not applicable.
XM Activation	A procedure that communicates the new radio ID after replacement of Digital Radio Receiver (DRR) to XM to ensure continuation of XM radio service.	Labor times for XM activation are included in the replacement procedures. Additional time is not applicable.
Learn	A procedure that stores operating ranges, component identifiers, etc. of components or systems. This is also known as "initializing". This is done one time as part of a component or control module replacement or in some instances after a battery disconnect.	Labor times for component or control module replacement and battery disconnect are included in the procedures. Additional time is not applicable.
Programming	A procedure for loading the operational software or calibration files of a newly installed control module performed using the Service Programming System (SPS) application.	Labor times for module programming are included in replacement procedures. Additional programming time is not applicable.

Procedure	Description	Warranty Policy
Reprogramming	A procedure to update a module with new software or calibration files. This is a labor-only procedure performed using the Service Programming System (SPS) application.	SPS reprogramming labor codes are specifically released as required for the modules and vehicles that have service software/calibration files released in TIS2000. Diagnostic time is applicable if listed in the Labor Time Guide.
USB Programming	A procedure to update a module with new software or calibration files using vehicle USB port. This is a labor-only procedure performed using the Service Programming System (SPS) application.	SPS reprogramming labor codes are specifically released as required for the modules and vehicles that have service software/calibration files released in TIS2000. Diagnostic time is applicable if listed in the Labor Time Guide.
Sequential Programming	A procedure to update more than one module with new software or calibration files in a predefined order or sequence. The sequence is critical to the outcome of the event and is done automatically by the SPS application.	A unique Warranty Claim Code generated by SPS must be submitted.
Non-SPS Programming/Setup Operations	Some procedures may not produce a warranty claim code when software is downloaded using the Tech 2®.	Labor times for module programming are included in replacement procedures. For a specific repair appropriate labor codes and labor times will be included in the Technical Bulletin or may be allowed using an 4069929.
Tech 2® Recalibration	A procedure for loading updated calibration files to a control module using the Tech 2®.	Labor times for module programming are included in replacement procedures. Additional programming time is not applicable.
CD Software Update	Some entertainment systems may require a software update that is performed through a special data CD release. This type of software update is infrequent and is communicated via a Technical Bulletin.	Appropriate labor codes and labor times will be included in the Technical Bulletin.
Personalization	Setting a system configuration that is a customer preference and described in the vehicle owner manual. Examples include door locking preferences, memory seat, radio presets, compass calibration, etc.	Customer vehicle Personalization is not considered a warranty repair.
Vehicle Maintenance	Procedures that are performed as part of vehicle maintenance procedures such as Oil Life Reset and Tire Pressure Monitor relearn after tire rotation.	Vehicle maintenance procedures are not considered warranty repairs.
Accessory Configuration	Some GM Accessory installations require SPS reprogramming or set-up procedures.	Procedures associated with the installation of an Accessory are not covered as warranty repairs.
Diagnostics	As part of service diagnostic procedures, technicians may re-set Diagnostic Trouble Codes (DTCs) or pull fuses or disconnect connectors to reset software in control modules.	Diagnostics are covered as an add condition in the labor code that is used to repair the vehicle.
Customer Concern Not Duplicated (CCND)	When a customer complaint cannot be verified by the service technician after duplicating the conditions described by the customer. This may include checking for DTCs and performing system or circuit verification procedures.	The appropriate CCND labor code should be used. See list below. Comments describing the customer concern should be included with all instances of a CCND labor code submission. These labor codes may not be used in conjunction with another labor code for the same customer concern.

Customer Concern Not Duplicated (CCND) Labor Codes

For more information regarding CCND Labor Codes, refer to the latest version of Corporate Bulletin Number 06-00-89-026.

Electrical and Powertrain Controls Labor-Only Labor Codes

Two labor codes are to be used to claim for Labor only when addressing Electrical and Powertrain Controls issues. The labor codes are:

4069929 **(0.2 hr)** — Electrical Controls — Labor Only — (Comment Required – Describing Corrective Action)

4069939 **(0.2 hr)** — Powertrain Controls — Labor Only — (Comment Required – Describing Corrective Action)

These labor codes should be used only in instances where a repair procedure is performed to a module that does not require that part to be replaced or any other physical repair. They should NOT be used for setting a system configuration that is a customer preference and described in the vehicle Owner Manual. Examples include door locking preferences, memory seat, radio presets, compass calibrations, etc.

Example: A customer brings their vehicle in for a complaint of the CD player not functioning in the radio. The technician duplicates the complaint and while diagnosing customer complaint the radio connector, which contains the battery power feed, is disconnected and then reconnected 30 seconds later. After the connector is reconnected the CD player starts to operate correctly. No other repairs performed.

A warranty claim should be filed using labor code 4069929 and an appropriate comment must be included, i.e. "disconnected radio connector for 30 seconds, then reconnected." The comment must be entered in the Correction Description or Comment field of the warranty claim.

As in the above example, 4069929 and 4069939 should be used anytime any module has encountered a software "anomaly" in which the corrective action is to "reset" the module by disconnecting power to the module.

Also, 4069929 and 4069939 should be used in instances when it is discovered that previous repairs made at a different dealer, have included a replacement of a particular module and the set-up of that module was not completed.

Example: A customer brings in their vehicle for the complaint of the remote start not functioning. The BCM was recently replaced at a different dealership. The technician duplicates the complaint and determines that the BCM was not properly configured. The technician enables remote start and corrects the customer's concern.

When submitting 4069929 or 4069939, a full detail comment describing the corrective action that was performed, is **required** in the Correction Description or Comment portion of the claim. Claims that do not include an appropriate comment will be subject to audit and subsequent debit.

These labor codes may NOT be used in conjunction with another labor code for the same customer concern.