



Service Bulletin

File in Section: -

Bulletin No.: PIE0232

Date: September, 2012

PRELIMINARY INFORMATION

Subject: Engineering Information – No Crank/No Start When Ignition Key is Turned to the Start Position, Security Light On, DTCs B3055, B3060 or B3935 Set

Models: 2013 Chevrolet Silverado, Tahoe
2013 GMC Sierra, Yukon

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information PIs.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment that when the ignition key is turned to the start position, the vehicle does not crank or start. They may also comment that the security light is on.

When checking the vehicle for DTCs, the theft deterrent module (TDM) may report B3055, B3060 or B3935 set as current or in history.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

Important: This request only applies to vehicles with low mileage (less than 1609□km (1,000□miles)) and with the exact condition described above. All others should disregard this EI and refer to SI for diagnostic/repair information.

Verify no RF devices are attached to the key chain or otherwise in close proximity of the ignition cylinder that may cause interference in the immobilizer system. If no RF devices are present and the concern has been verified, please contact one of the engineers listed below for additional instructions. The engineer may request parts back for root cause analysis. Parts will be requested back using the WPC process.

Contact Information

Engineer Name	Phone Number
Scott Sorbie	586-907-0541
Jason Meyer	248-302-0041

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
R9813*	Engineering Information – Immobilizer System	0.3 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		