



Service Bulletin

PRELIMINARY INFORMATION

Subject: PQC Part Restriction - E92 ECM Part Number 12656993

Models: 2014 Chevrolet Silverado / GMC Sierra
equipped with the V6 (LV1, LV3) or V8 (L83, L86) gas engines

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

As part of our ongoing quality improvement efforts, the E92 ECM part number 12656993 will be placed on restriction through the PQC (effective Tuesday 5/7/2013) to assist GM Engineering with product feedback.

Recommendation/Instructions

If your diagnostics using SI have led to the replacement of the ECM, please complete the following questionnaire BEFORE contacting the PQC at 1-866-654-7654.

Caller's Name/Position:

Direct Phone Number:

TAC Case#: If Applicable

TAC's recommendation?

If TAC authorized replacement, direct release the part per TAC.

Customer's Concern:

Customer's concern duplicated?

If SES light is on, what is the DTC?

List all history and current (active) DTCs in all control modules:

Note: If P0700 is present in the ECM, it should NOT be necessary to replace the ECM. The P0700 DTC is caused by a concern from the TCM and should be accompanied by another DTC. Please refer to the appropriate trouble tree for the DTC that accompanied TCM P0700.

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Did you clear the codes? Yes / No

Were any of the DTCs repeatable?

IF YES, what codes repeated?

Is the condition temperature related?

If yes, under what conditions?

What SI document #'s were used for diagnosis?

Using the SI document listed above, list all answers to all steps that were followed in the Circuit/System Testing section:

What step in the SI document led to replace the Unit?

Are you using the GDS2 / MDI for diagnostics communication? Yes / No

Are you using a LAN cable or wireless connection?

Was there a previous repair that was perhaps related to this dealer visit?

Is the vehicle modified/non-production accessories? Yes / No

Does the vehicle have a recent history of low battery voltage?

Has the vehicle been jump-started? Yes / No

Has the battery recently been charged? Yes / No

Has the ECM wiring harness been checked for proper routing and free from any stretched and pinched wiring? Yes / No

Have all the engine grounds been checked? Yes / No

Have the ECM connectors been checked for "backed out", or damaged connector/terminals? Yes / No

Are there any bent pins on the ECM? Yes / No

Are there any programming issues? Yes / No

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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