



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
BCM Communication Error – Reprogram BCM
Expires with Base Warranty

MODELS: 2014 Chevrolet Silverado
2014 GMC Sierra
1500 Series

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to reprogram the body control module (BCM) on **certain** 2014 model year Chevrolet Silverado and GMC Sierra 1500 series vehicles. When the key is turned to start the engine, a series of communication events occur. If there is an interruption in this communication, it could result in a no crank/start condition. The engine can be started with the remote start feature; however, the engine will shut down within 5 seconds if the communication error occurs. After waiting approximately 10 minutes, the engine can be started. This condition may or may not occur on subsequent starts, depending on whether or not there is a communication error.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached

to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

No parts are required for this service update.

SERVICE PROCEDURE

Note: Do NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. Use **TIS2WEB on or after 8/23/13** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

To program an existing K9 Body Control Module, perform the following procedure:

1. Install *EL-49642* SPS programming support tool.

Note: Make sure the vehicle ignition switch state is in appropriate position for the following step.

- For Key Ignition System, begin with the ignition in the RUN position.
 - For Push Button Start System, begin with the vehicle in vehicle ON power mode.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.
 3. On the SPS Supported Controllers screen, select K9 Body Control Module - Programming and follow the on-screen instructions.

Note: When performing the Tire Pressure Monitor Sensor Learn during BCM setup, the *EL-46079* tire pressure monitor diagnostic tool must be used to activate each tire pressure sensor for vehicles with UJM.

4. On the SPS Supported Controllers screen, select K9 Body Control Module - Setup and follow the on-screen instructions.

5. Check the driver information center display for additional messages regarding further calibration instructions. If there are no additional driver information center instructions present, programming is complete.
6. At the end of programming, choose the “Clear DTCs” function on the SPS screen.
7. If ABS, Traction Control and/or Stabilitrak indicators are ON and DTC C0161 is set in the K17 Electronic Brake Control Module after performing BCM programming and setup, do the following:
 - 7.1 Disconnect the scan tool from the X84 Data Link Connector.
 - 7.2 Ignition OFF, all access doors closed, all vehicle systems OFF, and all keys at least 3 m (9.8 ft) away from the vehicle. It may take up to 2 min to power down.
 - 7.3 Ignition ON, verify DTC C0161 is in history. If not, repeat the above step to make sure the vehicle is in sleep mode.
 - 7.4 Use the scan tool to clear the DTCs.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100131	Reprogram BCM	0.5

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES
DCS3035
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 23, 2013

Subject: 13257 – Service Update Bulletin
BCM Communication Error – Reprogram BCM

Models: 2014 Chevrolet Silverado and GMC Sierra 1500 Series

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is announcing Service Update Bulletin 13257 today. The total number of U.S. vehicles involved is approximately 101,000. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated August 24, 2013.

Service Update Bulletin (SUB) Information Link

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES