Service Bulletin

PRELIMINARY INFORMATION

Subject: PQC Part Restriction - E92 ECM Restriction Part Number 12656993

Models: **2014 Chevrolet Silverado / GMC Sierra**
equipped with the V6 (LV1, LV3) or V8 (L83, L86) gas engines
2014 Chevrolet Corvette with LT1 engine
2014 Cadillac XTS with LF3 engine
2014 Cadillac CTS with LF3, LFX engines
2014 Cadillac ATS with LFX engine
Restricted Part Number: 12656993

This PI was superseded to update model list. Please discard PIP5109.

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 following part number was placed on restriction through the PQC (effective Monday 5/6/2013) to assist GM Engineering with product feedback.
Restricted Part Number: 12656993

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:

A completion of the Template questions and a call transfer to TAC Powertrain is required for the following (with the exception where ECM should be released as the Model is not listed or the DTC set indicates the ECM should be released).

Q1: Is the Restricted part being requested for:
  •   Customer Pay
  •   A Model Year Not Listed
  •   A Vehicle Line Not Listed
If yes, no Engineering contact, no transfer over to TAC, and no email is necessary. The part can be released. (If customer pay make sure "CP" is on the non-keyword qualifier.)

Q2: TAC Case#:
What is TAC's recommendation?
If TAC authorized replacement Direct release the part per TAC.

For Calls on the 2014 Chevrolet Silverado / GMC Sierra equipped with V6 or V8 gas engines (not Duramax diesel engine), Chevrolet Corvette with LT1 engine, Cadillac XTS with LF3 engine, Cadillac CTS with LF3, LFX engines, Cadillac ATS with LFX engine complete the following questions:

Q3: Has the dealer completed ALL requested information per latest version of PIP5109? (If no, dealer to complete and call back).

Q4: Customer's Concern:
Customer's concern duplicated?
If SES light is on, what is the DTC?

Q5: List all history and current (active) DTCs in all control modules:

If the ECM has set a P0601, P0604, P0606, P062F, or a P16F3, release the ECM. There is no need to transfer the call to TAC.
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.

Q6: Did you clear the codes? Yes / No
Were any of the DTC repeatable? IF YES, then
What codes repeated?

Q7: Is the condition temperature related?
If yes, under what conditions?

Q8: What SI document #'s were used for diagnosis?

Q9: Using the SI document listed above, list all answers to all steps that were followed in the Circuit/System Testing section

Q10: What step in the SI document led to replace the Unit?

Q11: Is the dealer using the GDS2 / MDI for diagnostics communication? Yes / No

Q12: Is dealer using a LAN cable or wireless connection?

Q13: Was there a previous repair that was perhaps related to this dealer visit?

Q14: Is the vehicle modified/non-production accessories? Yes / No

Q15: Does the vehicle have a recent history of low battery voltage?

Q16: Has the vehicle been jump-started? Yes / No

Q17: Has the battery recently been charged? Yes / No

Q18: Has the ECM wiring harness been checked for proper routing and free from any stretched and pinched wiring? Yes / No

Q19: Have all the engine grounds been checked? Yes / No

Q20: Have the ECM connectors been checked for "backed out", or damaged connector/terminals? Yes / No

Q21. Are there any bent pins on the ECM? Yes / No

Q22: 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.