



Service Bulletin

PRELIMINARY INFORMATION

Subject: Fuel Gauge Shows Empty After Refueling And DTC P2636

Models: 2007-2014 Chevrolet Silverado 3500 Chassis Cab w/ Dual Fuel Tanks
2007-2013 Chevrolet Suburban HD
2007-2014 GMC Sierra 3500 Chassis Cab w/ Dual Fuel Tanks
2007-2013 GMC Yukon XL HD

This PI was superseded to update model list, condition, and recommendations. Please discard PIT5208.

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

Condition/Concern

Some owners may comment that after refueling the fuel gauge will show empty. The technician may also identify DTC P2636 has set. This concern may occur if the vehicle is being refueled with the engine running or ignition on.

Recommendation/Instructions

Before any in-depth SI diagnostics are performed, question the owner if the ignition or engine was on while refueling. If so, advise the owner to turn the engine and ignition off before refueling the vehicle to prevent this condition from occurring.

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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