



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittent No Start, Security Lamp Illuminated, DTCs B3935 and B2955 Set

Models: 2014 Chevrolet Silverado 1500
2015 Chevrolet Silverado 2500/3500, Suburban, Tahoe
2014 GMC Sierra 1500
2015 GMC Sierra 2500/3500, Yukon, Yukon XL

This PI has been revised to add the 2015 Suburban, Tahoe, Yukon and Yukon XL models. Please discard PI1180.

Condition/Concern

Some customers may comment on a no start condition and that the security lamp is illuminated. Technicians may find DTCs B3935 and B2955 set. This may be caused by the BCM not allowing a correct read of the Immobilizer information.

Recommendation/Instructions

An updated software calibration has been released to address this concern. Reprogram the BCM using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the Body Control Module Programming and Setup procedure in SI.

Note: This BCM Calibration will ONLY address a No-Start condition with codes B3935 and B2955 set. This is a No Click, No Crank, No Start condition - any occurrences of Crank-No Start or Click-No Crank should be diagnosed using SI. This BCM software will NOT resolve these other symptoms. The BCM should not be reprogrammed unless codes B3935 and B2955 are set.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2880218*	Body Control Module Reprogramming with SPS	0.5 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

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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