



# Service Bulletin

## SPECIAL COVERAGE

**SUBJECT:** Police Package Hot Ambient Drivability Issues

**MODELS:** 2012-2014 Chevrolet Tahoe Police Pursuit Vehicles (RPO PPV)  
and Special Service Trucks (RPO 5W4) with 5.3L LMG Engine

### CONDITION

On some 2012-2014 model year Chevrolet Tahoe vehicles equipped with RPO PPV or 5W4, under certain operating conditions, some police package vehicles have experienced infrequent engine-idle problems and momentary poor low-speed engine performance. These performance issues can be triggered if both of the following conditions are satisfied: (i) the vehicle is operated in ambient temperatures that either exceed 100 degrees Fahrenheit in a low-humidity environment or that exceed 85 degrees Fahrenheit in a high-humidity environment; and (ii) the vehicle is operated at idle for a long period of time, at idle after heavy powertrain usage, or with a heavy electrical load.

The condition causes engine-idle RPM fluctuations (450-1000 RPM) and hesitation during acceleration. While GM has received some field reports of engine stalls at idle, GM has not been able to confirm these reports. GM has only been able to duplicate a similar stall by operating a test vehicle at a temperature that is at the limit of the fuel's high-temperature specification. If such a stall did occur, the stall would be at idle or low speed, and all electrical and safety systems would continue to function as designed.

### SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 3 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to update the Engine Control Module (ECM) and Body Control Module calibrations. These repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after January 30, 2015, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to January 30, 2015, must be submitted to the Service Contract provider.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section in GM Global Warranty Management system. Dealership service personnel 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.

### PART INFORMATION

No parts are required to complete this special coverage.

### SERVICE PROCEDURE

**Note:** Carefully read and follow the instructions below.

- 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. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
  - 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.
1. Install *EL-49642* SPS programming support tool.

**Note:** Make sure the vehicle ignition switch state is in the 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. Update the Engine Control Module (ECM) calibration (Engine Operation) with a calibration in TIS2Web titled "New calibration to address idle sag in high ambient temperatures".

**Note:** When performing the Tire Pressure Monitor Sensor Learn during BCM setup, the *EL-46079* or *EL-50448* tire pressure monitor diagnostic tool must be used to activate each tire pressure sensor for vehicles with UJM.

4. Once the ECM is reprogrammed repeat and select Body Control Module - Setup (or K9 Body Control Module - Configuration & Setup) and follow the on-screen instructions to update the BCM programming.

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.

### COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

### WARRANTY TRANSACTION INFORMATION

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

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
2810215	Body Control Module (BCM) Reprogramming with SPS (for use with vehicles still covered under warranty)	0.3
2810075	Engine Control Module (ECM) Reprogramming with SPS (for use with vehicles still covered under warranty)	0.3
9900122	Body Control Module & Engine Control Module Reprogramming with SPS (for vehicles repaired under the Special Coverage)	0.6

### CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

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 tools, equipment, 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 dealer/retailer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

January 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_.

Dear General Motors Customer:

As the owner of a 2012-2014 model year Chevrolet Tahoe Police Pursuit Vehicle or Special Service Truck, equipped with a 5.3L V-8 engine, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2012-2014 model year Chevrolet Tahoe vehicles equipped with the Police Pursuit Package or Special Service Vehicle Option and a 5.3L V-8 engine may have experienced infrequent engine-idle problems and momentary poor low-speed engine performance. These performance issues can be triggered if both of the following conditions are satisfied: (i) the vehicle is operated in ambient temperatures that either exceed 100 degrees Fahrenheit in a low-humidity environment or that exceed 85 degrees Fahrenheit in a high-humidity environment; and (ii) the vehicle is operated at idle for a long period of time, at idle after heavy powertrain usage, or with a heavy electrical load.

The condition causes engine-idle RPM fluctuations (450-1000 RPM) and hesitation during acceleration. While GM has received some field reports of engine stalls at idle, GM has not been able to confirm these reports. GM has only been able to duplicate a similar stall by operating a test vehicle at a temperature that is at the limit of the fuel's high-temperature specification. If such a stall did occur, the stall would be at idle or low speed, and all electrical and safety systems would continue to function as designed.

**Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** GM is providing owners with additional protection for the condition described above. If this condition occurs on your 2012-2014 Chevrolet Tahoe vehicle equipped with the Police Pursuit Package or Special Service Vehicle Option and a 5.3L V-8 engine within 3 years of the date your vehicle was originally placed in service or 150,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a Chevrolet dealer. You may want to contact your Chevrolet dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. Keep this letter with your other important glove box literature for future reference.

If you have any questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1-800-222-1020 (TTY 1-800-833-2438).

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Alicia S. Boler-Davis  
Sr. Vice President  
Global Connected Customer Experience

GM CUSTOMER CARE AND AFTERSALES  
DCS3524  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 30, 2015

Subject: 14390 – Special Coverage Adjustment  
Police Package Hot Ambient Drivability Issues

Models: 2012-2014 Chevrolet Tahoe Police Pursuit Vehicles (RPO PPV)  
and Special Service Trucks (RPO 5W4) with 5.3L LMG Engine

To: All Chevrolet Dealers

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

General Motors is releasing Special Coverage Adjustment 14390 today. The total number of U.S. vehicles involved is approximately 32,000. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on February 10, 2015.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated February 3, 2015.

**Campaign Initiation Detail Report (CIDR)**

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES