



Service Bulletin

PRELIMINARY INFORMATION

Subject: Fuel Gauge Displays Empty / Low Fuel Light On / DTC P2636

Models: 2016 Chevrolet Silverado 3500 Chassis Cab
2016 GMC Sierra 3500 Chassis Cab
With 6.6L Diesel Engine RPO LML and Dual Fuel Tanks RPO N2N

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

Condition/Concern

Some owners may comment that the fuel gauge shows empty and the low fuel level indicator is on. When checking for DTCs, a P2636 will be set in the ECM.

Recommendation/Instructions

Normal SI diagnostics should be performed and followed. Pay close attention when performing the transfer pump flow test, which is: "Operate the Transfer Pump for 2 minutes and measure the fuel in a container. There should be greater than 2.6 liters (0.70 gallons) of fuel." Things that can cause the transfer pump not to meet the flow specification are: plugged fuel tank vents, kinked fuel lines, a faulty transfer pump, no fuel in the rear tank, low voltage due to wiring/ground/etc. issue, etc. Repair/replace these concerns as necessary.

If, after performing normal SI diagnostics and another root cause is not found, GM Engineering is aware of this concern and is working on a correction.

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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