



Service Bulletin

PRELIMINARY INFORMATION

Subject: Program ECM Error E4491/E4423

Models: 2016-2017 All GM Passenger Cars and Light Duty Trucks

This PI was superseded to update Condition/Concern and Model Years. Please discard PIP5373.

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

Condition/Concern

Program ECM/TCM Error E4491/E4423

The ECM/TCM may seem to be locked up

During this step of programming an attempt is being made to execute the new 5 byte seed and key logic for proper authorization to unlock the box. However the DLL is not communicating with the TIS server properly resulting in a General DLL error. Utility File continues to the next step but the command is rejected because the ECU is still locked.

Recommendation/Instructions

Corrective action:

1. Log out of Tis2Web
2. Go into c:\users\<uid>\sps\ and delete the spsnativelibs jar folder
3. Then go into the Control Panel (Control Panel >>> Programs and Features >>> Add/Remove Programs)
Then UNINSTALL the entry called Tis2Web IVCS5B COM Proxy
4. Restart the PC - make sure user has Administrator Rights
5. Log into tis2web and launch SPS. The IVCS5b com proxy should reinstall

If this does not resolve the concern Please contact the Techline Customer Support Center (TCSC) for assistance at: TCSC: 1-800-828-6860 English or 1-800-503-3222 French, 8am-8pm (EST) Monday through Saturday

Information required when calling:

- Dealer BAC
- Call back phone number (close proximity to the Techline PC and vehicle)
- VIN
- Description of service procedure being performed, (ex: bulletin, service document)
- Error messages if any Note: Using a Techline PC and programming device that meets the minimum specifications is essential to successful programming and required for full support.

This particular issue is NOT related to an ECU. It is related to PC/TIS service tool issue.

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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