

Service Update

17139 ECM Printed Circuit Board Delamination



Reference Number: N172087410

Release Date: April 2017

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2017	2017		
	Silverado HD				
	Sonic				
	Trax				
GMC	Savana				
	Sierra HD				

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2017 model year Chevrolet Express, Silverado HD, Sonic, Trax, and 2017 model year GMC Savana and Sierra HD vehicles may have delamination on the electronic control module (ECM) printed circuit board (PCB) causing open circuits. This condition may result in possible no start or stall.
Correction	Dealers are to replace and reprogram the ECM.

Parts

Quantity	Part Name	Part No.
1	Module – Engine Control	12668986

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103104	Engine Control Module Replacement	0.5	ZFAT	N/A
	- Sierra			
	- Silverado			
	- Trax			
	- Sonic			
	- Express and Savanah	1.2		

Service Procedure

Replace the engine control module. Refer to *Engine Control Module Replacement* in SI.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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 for information on whether your vehicle may benefit from the information.



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Date: April 13, 2017

Subject: 17139 - Service Update
ECM Printed Circuit Board Delamination

Models: 2017 Chevrolet Express, Silverado HD, Sonic, Trax
2017 GMC Savana

To: All General Motors Dealers

General Motors is releasing Service Update 17139 today. The total number of U.S. vehicles involved is approximately 500. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated today April 13, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

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