

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4619
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 9, 2017

Subject: Updated Instructions for Labor Code Submission

17337 - Emission Recall
Diesel Particulate Matter Sensor Diagnostic Fault

17419 - Service Update
Transmission Rough Upshifts

Models: 2018 Chevrolet Silverado HD
2018 GMC Sierra HD
Equipped with 6.6L diesel engine (RPO L5P) and Allison transmission (RPO MW7)

To: All General Motors Dealers

General Motors released Emission Recall 17337 and Service Update 17419 on November 1, 2017. After their release, a change occurred in Tis2Web that affects the involved 2018 model year Chevrolet Silverado HD and GMC Sierra HD vehicles. This change prevents programming of the engine control module (ECM) and transmission control module (TCM) separately. Tis2Web now requires the ECM and TCM in these full-size trucks to be programmed sequentially. Consequently, dealers are confused and asking for guidance relative to labor code submission requirements. Again, the Tis2Web change only affects the involved 2018 model year Chevrolet Silverado HD and GMC Sierra HD vehicles.

Bulletin revisions are in process, however, until they are completed, we are providing the following work-around procedure to address this situation.

Currently, technicians are required to document the SPS Warranty Claim Code for each programming event, but because only one programming event occurs, Tis2Web provides only one code. Effective immediately, the SPS Warranty Claim Code generated by sequentially programming a 2018 model year vehicle may be used twice, once for each field action, when the warranty transactions are submitted.

When submitting a warranty transaction for Emission Recall 17337, use Labor Code 9102933 - Engine Control Module Reprogramming with SPS (Phase 1-3) and enter the SPS Warranty Claim Code generated during the sequential ECM/TCM Tis2Web programming event.

When submitting a warranty transaction for Service Update 17419, use Labor Code 9102939 - Transmission Control Module Reprogramming with SPS and enter the same SPS Warranty Claim Code generated during the sequential ECM/TCM Tis2Web programming event executed for Emission Recall 17337.

Your cooperation is appreciated and we apologize for any confusion or inconvenience this situation may have caused. Additional information will be provided in the near future.

END OF MESSAGE
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