



Service Bulletin

TECHNICAL

Subject: Diagnostic Tip for Lost Communication, DTCs U183E, U184A, U184B, U184C, U184D or U184E Set or Stored in History

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Malibu (VIN Z)	2016	2016				
Chevrolet	Silverado LD Crew Cab	2016	2017				
Chevrolet	Malibu	2017	2017				
GMC	Sierra LD Crew Cab	2016	2017				

Involved Region or Country	North America and N.A. Export Regions
Condition	<p>Some technicians may find one of the following DTCs listed below or any combination set or stored in history in the hybrid powertrain control module (HPCM2).</p> <ul style="list-style-type: none"> • U183E - Lost Communication with Telematics Communication Interface Control Module on Low Speed CAN Bus • U184A - Lost Communication with Body Control Module (BCM) • U184B - Lost Communication with Remote Heater and Air Conditioning Control Module on Low Speed CAN Bus • U184C Lost Communication with Instrument Cluster on Bus F • U184D Lost Communication with Radio on Bus F • U184E Lost Communication with Inflatable Restraint Sensing and Diagnostic Module on Bus F
Cause	This condition may be due to a false setting of the DTC.
Additional Options	Equipped with ELECTRIFIED PROPULSION-ELECTRIC, HEV, GEN 1, FWD or HYBRID PROPULSION-ELECTRIC, PARALLEL, 10KW CONTINUOUS POWER (RPOs HP4, HP5)

Correction

Technicians are to clear and ignore this DTC unless the engine control module (ECM), transmission control module (TCM) or generator control module (GCM)

have U codes set indicating a loss of communications with the BCM, instrument cluster, radio or inflatable restraint sensing and diagnostic module.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2881088*	Clear DTCs from Modules	0.2 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	3
Modified	<p>July 20, 2016 – Adding additional DTCs in the Condition, including loss of communication with multiple components in the Correction and adding Warranty Information.</p> <p>March 8, 2017 – Adding additional DTCs in the Condition, adding Malibu, 2017 Model Year and Involved Region or Country.</p>

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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