



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-402

Date: December, 2017

TECHNICAL

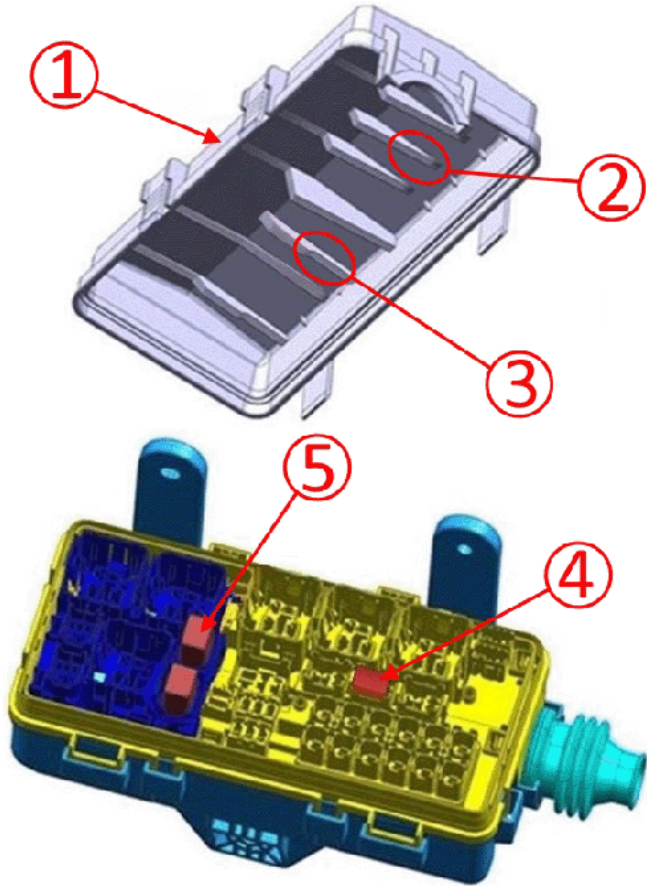
Subject: No Crank/No Start/No Scan Tool Communication - Crank/No Start/No Fuel Pressure/
Fuel Pump Inoperative - Extreme Cold Weather

Important: This bulletin applies to specific regions where ambient temperatures can fall below $-20^{\circ}\text{C}/-4^{\circ}\text{F}$.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	3500/4500 Low Cab Forward Medium Duty	2016	2017	SOP	1HS800009	LC8, L96	

Involved Region or Country	United States
Condition 1	<p>Some customers may comment that when ambient temperatures fall to or below $-20^{\circ}\text{C}/-4^{\circ}\text{F}$:</p> <ul style="list-style-type: none"> • No crank • No start • No Communication with ECM <p>The technician may find DTC P1464 set.</p> <p>Some customers may also comment that P1464 is displayed on the Multi Information Display (MID).</p>
Condition 2	<p>Some customers may comment that when ambient temperatures fall to or below $-20^{\circ}\text{C}/-4^{\circ}\text{F}$:</p> <ul style="list-style-type: none"> • Crank • No start <p>The technician may find:</p> <ul style="list-style-type: none"> • No fuel pressure • Fuel Pump Inoperative • DTC P1464 set <p>Some customers may also comment that P1464 is displayed on the Multi Information Display (MID).</p>
Cause	This condition may be caused by a stuck/frozen X-22 and/or X-28 ECM main relay.
Correction	<p>Connect the GDS to the vehicle:</p> <ul style="list-style-type: none"> • If GDS cannot communicate with the vehicle, the ECM has not powered up possibly due to the frozen relay. <p>⇒ A new relay with improved performance for these conditions has been released.</p> <p>⇒ Installation of the new relay requires a small modification to the relay box cover.</p> <ul style="list-style-type: none"> • If GDS communicates normally, it is not a frozen ECM Main Relay. Follow normal diagnostics in SI to correct the concern.

Service Procedure



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1. Remove the relay box cover (1).
2. Remove the original ECM Main Relay in locations X-22 or X-28.

3. Install the new relay at locations X-22 (4) or X-28 (5).
4. Locate the relay box cover rib(s) (2, 3).
5. Trim the relay cover rib(s) approximately 3 mm to provide clearance for the new relay(s).
6. Install the relay cover and confirm it seals properly.
 - If the cover does not close properly, trim additional material from the cover until it correctly seals.

Parts Information

Causal Part	Description	Part Number	Qty
x	Relay	98167260	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
N2827	Powertrain System Relay Replacement	Use Published Labor Operation Time

Version	1
Modified	Released December 18, 2017

