

Service Update

17177 EBCM Cannot be Unlocked and Reprogrammed For Service



Reference Number: N172095850

Release Date: June 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 3500 Cutaway	2017	2017		
GMC	Savana 3500 Cutaway	2017	2017		

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	On certain vehicles, the electronic brake control module (EBCM) is not able to be unlocked due to a mismatch between programming seed and device key. Module unlock allows for a calibration or software updated used for service or vehicle content change.
Correction	Dealers are to replace the electronic brake control module.

Parts

Quantity	Part Name	Part No.
1	Module Elek Brk Cont	84055067

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
9103174	Electronic Brake Control Module Replacement RWD (Includes Programming)	0.7	ZFAT	N/A

Service Procedure

1. Replace the electronic brake control module. Refer to *Electronic Brake 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: June 13, 2017

Subject: 17177 - Service Update
EBCM Cannot be Unlocked and Reprogrammed For Service

Models: 2017 Chevrolet Express 3500 Cutaway
2017 GMC Savana 3500 Cutaway

To: All General Motors Dealers

General Motors is releasing Service Update 17177 today. The total number of U.S. vehicles involved is approximately 2,955. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 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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