

Customer Satisfaction Program

17315 Power Take-Off (PTO) Inoperative



Reference Number: N172110650

Release Date: September 2017
Revision: 00

Attention: This program is in effect until September 30, 2019.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado HD	2017	2017	PTO	Engine Control – Power Take Off (PTO) Controls
GMC	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 Silverado HD and GMC Sierra HD Cab Chassis vehicles, equipped with Power Take-off (PTO), may have a condition where the PTO option was not enabled. If the PTO is not enabled, the engine cannot increase its idle speed when engaging a mechanical or hydraulic PTO-driven accessory.
Correction	Enable the PTO option, if necessary.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103392	Inspect PTO Setting with GDS2	0.2	ZFAT	N/A
9103393	Configure PTO Settings with GDS2 (includes inspection)	0.4		

Service Procedure

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software (V2017.8 or newer) and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
 - Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
 - Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
1. Connect GDS2 to the vehicle and turn ignition “ON”.

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The screenshot displays the GDS 2 software interface. On the left is a navigation tree with folders for Diagnostic Trouble Codes (DTC), Identification Information, Data Display, Control Functions, Configuration/Reset Functions, and Inspection/Maintenance System Information. The main area is divided into three sections: 'Selected Vehicle' with a table of properties, 'Selected Vehicle Configuration' with a table of properties, and 'Navigation Path' with a list of modules. A bottom toolbar contains buttons for Back, Contact Us, Home, Vehicle Menu, and Enter. The status bar at the bottom shows software version, VIN, and battery voltage.

Selected Vehicle		
Property	Value	Value Source
Model Year	2017	User
Make	Chevrolet	User
Model	Silverado	User

Selected Vehicle Configuration		
Property	Value	Value Source
Engine Identifier	6.6L (L5P)	User

Navigation Path

- Module Diagnostics
- Engine Control Module

Back Contact Us Home Vehicle Menu Enter

GDS 2 v:17.0.08000 Global2017ChevroletSilverado PreProduction v2017.06.19 VIN: NOV1N170619122235 2017,Chevrolet,Silverado MDI 2: 88726712 11.8 V

4850518

2. Navigate the vehicle and select Engine Control Module. The screen above will be displayed.

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The screenshot shows the GDS 2 software interface. On the left, a navigation tree has "Configuration/Reset Functions" selected. The main area displays vehicle information in two tables. The first table, "Selected Vehicle", lists Model Year (2017), Make (Chevrolet), and Model (Silverado). The second table, "Selected Vehicle Configuration", lists Engine Identifier (6.6L (L5P)). Below these is a "Navigation Path" showing "Module Diagnostics" and "Engine Control Module". At the bottom, there are buttons for Back, Contact Us, Home, Vehicle Menu, and Enter. The status bar at the very bottom shows GDS 2 v. 17.0.08000, Global2017ChevroletSilverado PreProduction v2017.06.19, VIN: NOV1N170619122235, 2017,Chevrolet,Silverado, MDI 2: 88726712, and 11.8 V.

Selected Vehicle		
Property	Value	Value Source
Model Year	2017	User
Make	Chevrolet	User
Model	Silverado	User

Selected Vehicle Configuration		
Property	Value	Value Source
Engine Identifier	6.6L (L5P)	User

Navigation Path

Module Diagnostics
Engine Control Module

Back Contact Us Home Vehicle Menu Enter

GDS 2 v. 17.0.08000 Global2017ChevroletSilverado PreProduction v2017.06.19 VIN: NOV1N170619122235 2017,Chevrolet,Silverado MDI 2: 88726712 11.8 V

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3. Select "Configuration/Reset Functions".

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The screenshot shows the GDS 2 software interface. On the left, a navigation pane lists several folders: "Learn Functions", "Reset Functions", "Injector Flow Rate Programming", and "Option Configuration", which is currently selected. The main area is divided into three sections: "Selected Vehicle", "Selected Vehicle Configuration", and "Navigation Path".

Selected Vehicle		
Property	Value	Value Source
Model Year	2017	User
Make	Chevrolet	User
Model	Silverado	User

Selected Vehicle Configuration		
Property	Value	Value Source
Engine Identifier	6.6L (L5P)	User

Navigation Path:

- Module Diagnostics
- Engine Control Module
- Configuration/Reset Functions

At the bottom, there are navigation buttons: "Back", "Contact Us", "Home", "Vehicle Menu", and "Enter". The status bar at the very bottom displays: "GDS 2 v.17.0.08000", "Global2017ChevroletSilverado PreProduction v2017.06.19", "VIN: NOV1N170619122235", "2017,Chevrolet,Silverado", "MDI 2: 88726712", and "11.8 V".

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4. Select "Option Configuration".

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Parameter Name	Control Module	Vehicle Settings	Setting Changes
PTO Maximum Engine Speed	Engine Control Module	8000	
PTO Engine Speed Command System Type	Engine Control Module	Fast Idle Mode	
PTO Engine Shutdown	Engine Control Module	Disabled	

Refresh Parameters Write Options Continue

PTO Maximum Engine Speed
Min: 1200 RPM
Current Value: 8000 RPM
New Value: 8000
Max: 3104 RPM

Clear Changes Save Changes

Back Contact Us Home Vehicle Menu Enter

GDS 2 v:17.0.08000 Global201704ChevroletSilverado PreProduction v2017.08.11 VIN: NOV1N170811104412 2017,Chevrolet Silverado MDI 2: 88726712 12.1 V

4856191

- View "PTO Engine Speed Command System Type".
 - If the "Vehicle Settings" show "Stationary" or "Mobile", "PTO Control from Passenger Compartment when Stationary Or Moving", or "PTO Remote Control from Passenger Compartment", no further action required.
 - If the "Vehicle Settings" show "Fast Idle Mode", continue to step 6.

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GDS 2

Option Configuration

Add Bookmark

Parameter Name	Control Module	Vehicle Settings	Setting Changes
PTO Maximum Engine Speed	Engine Control Module	8000	
PTO Engine Speed Command System Type	Engine Control Module	Fast Idle Mode	
PTO Engine Shutdown	Engine Control Module	Disabled	

Refresh Parameters Write Options Continue

PTO Maximum Engine Speed

Min: 1200 RPM
Current Value: 8000 RPM
New Value:
Max: 3104 RPM

Clear Changes
Save Changes

Back Contact Us Home Vehicle Menu Enter

GDS 2 v:17.0.08000 Global201704ChevroletSilverado PreProduction v2017.08.11 VIN: NOV1N170811104412 2017,Chevrolet,Silverado MDI 2: 88726712 12.1 V

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- Input "3104" for Maximum Engine Speed.

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The screenshot shows the GDS 2 software interface. At the top, the title bar reads "GDS 2". Below it, the "Option Configuration" window is open, displaying a table of parameters. The table has four columns: "Parameter Name", "Control Module", "Vehicle Settings", and "Setting Changes".

Parameter Name	Control Module	Vehicle Settings	Setting Changes
PTO Maximum Engine Speed	Engine Control Module		3104
PTO Engine Speed Command System Type	Engine Control Module	Fast Idle Mode	
PTO Engine Shutdown	Engine Control Module	Disabled	

Below the table, there are three buttons: "Refresh Parameters", "Write Options" (highlighted in blue), and "Continue".

Underneath the "Write Options" button, the "PTO Maximum Engine Speed" parameter is selected. It shows a range from 1200 RPM to 3104 RPM. The "Current Value" is 3104 RPM, and the "New Value" is 8000 RPM. There are "Clear Changes" and "Save Changes" buttons to the right of the input field.

At the bottom of the window, there is a navigation bar with buttons for "Back", "Contact Us", "Home", "Vehicle Menu", and "Enter".

The status bar at the very bottom displays: "GDS 2 v:17.0.08000", "Global201704ChevroletSilverado PreProduction v2017.08.11", "VIN: NOV1N170811104412", "2017,Chevrolet,Silverado", "MDI 2: 88726712", and "12.1 V".

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7. After inputting the Maximum Engine Speed select "Save Changes" button, then select write option button: New value will be written.

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The screenshot shows the GDS 2 software interface. At the top, the title bar reads "GDS 2". Below it is the "Option Configuration" window. A table lists parameters:

Parameter Name	Control Module	Vehicle Settings	Setting Changes
PTO Maximum Engine Speed	Engine Control Module	3104	
PTO Engine Speed Command System Type	Engine Control Module	Fast Idle Mode	
PTO Engine Shutdown	Engine Control Module	Disabled	

Below the table are three buttons: "Refresh Parameters", "Write Options", and "Continue".

Below the buttons is a configuration area for "PTO Engine Speed Command System Type". It includes fields for "Min:", "Current Value:", "New Value:", and "Max:". The "New Value:" field is a dropdown menu currently showing "Fast Idle Mode". To the right of this area are two buttons: "Clear Changes" and "Save Changes".

At the bottom of the window is a navigation bar with buttons for "Back", "Contact Us", "Home", "Vehicle Menu", and "Enter".

The status bar at the very bottom displays: "GDS 2 v: 17.0.08000", "Global/201704/Chevrolet/Silverado PreProduction v2017.08.11", "VIN: NOV1N170811104412", "2017,Chevrolet,Silverado", "MDI 2: 88726712", and "12.1 V".

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8. Select "PTO Engine Speed Command System Type".

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GDS 2

Option Configuration Add Bookmark

Parameter Name	Control Module	Vehicle Settings	Setting Changes
PTO Maximum Engine Speed	Engine Control Module	3104	
PTO Engine Speed Command System Type	Engine Control Module	Fast Idle Mode	
PTO Engine Shutdown	Engine Control Module	Disabled	

Refresh Parameters Write Options Continue

PTO Engine Speed Command System Type

Min: _____

Current Value: _____

New Value: _____

Max: _____

Please make a selection

None

Stationary

Mobile

Fast Idle Mode

PTO Control from Passenger Compartment when Stationary Or Moving

PTO Remote Control from Passenger Compartment

Clear Changes

Save Changes

Enter

Back

GDS 2 v.17.0.08000 Global20170 MDI 2: 88726712 12.1 V

4856199

9. Select "Stationary" from drop down menu.

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The screenshot shows the GDS 2 Option Configuration window. At the top, there is a table with the following data:

Parameter Name	Control Module	Vehicle Settings	Setting Changes
PTO Maximum Engine Speed	Engine Control Module	3104	
PTO Engine Speed Command System Type	Engine Control Module	Stationary	
PTO Engine Shutdown	Engine Control Module	Disabled	

Below the table, there are three buttons: "Refresh Parameters", "Write Options" (highlighted in blue), and "Continue".

Below the buttons, there is a section for "PTO Engine Speed Command System Type" with a dropdown menu set to "Stationary". To the right of this section are "Clear Changes" and "Save Changes" buttons.

At the bottom of the window, there is a navigation bar with buttons for "Back", "Contact Us", "Home", "Vehicle Menu", and "Enter".

The status bar at the very bottom contains the following information: GDS 2 v:17.0.08000, Global201704ChevroletSilverado PreProduction v2017.08.11, VIN: NOV170811104412, 2017,ChevroletSilverado, MDI 2: 88726712, 12.0 V.

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10. After selecting "Stationary" for the "PTO Engine Speed Command System Type", select "Save Changes" button, then select "Write Options" button: New Value will be written.

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GDS 2

Option Configuration

Add Bookmark

Parameter Name	Control Module	Vehicle Settings	Setting Changes
PTO Maximum Engine Speed	Engine Control Module	3104	
PTO Engine Speed Command System Type	Engine Control Module	Stationary	
PTO Engine Shutdown	Engine Control Module	Disabled	

Refresh Parameters Write Options Continue

PTO Engine Shutdown

Min:

Current Value:

New Value: Disabled

Max:

Clear Changes

Save Changes

Back Contact Us Home Vehicle Menu Enter

GDS 2 v:17.0.08000 Global201704ChevroletSilverado PreProduction v2017.08.11 VIN: NOV1170811104412 2017,Chevrolet Silverado MDI 2: 88726712 12.1 V

4856202

11. Select "PTO Engine Shutdown".

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The screenshot shows the GDS 2 software interface. At the top, there is a title bar with 'GDS 2' and window control buttons. Below it is the 'Option Configuration' section with an 'Add Bookmark' button. A table lists parameters:

Parameter Name	Control Module	Vehicle Settings	Setting Changes
PTO Maximum Engine Speed	Engine Control Module	3104	
PTO Engine Speed Command System Type	Engine Control Module	Stationary	
PTO Engine Shutdown	Engine Control Module	Disabled	

Below the table are three buttons: 'Refresh Parameters', 'Write Options', and 'Continue'. The 'PTO Engine Shutdown' parameter is expanded to show a configuration form:

- Min: (empty)
- Current Value: Disabled
- New Value: A drop-down menu is open, showing 'Enabled' selected.
- Max: (empty)

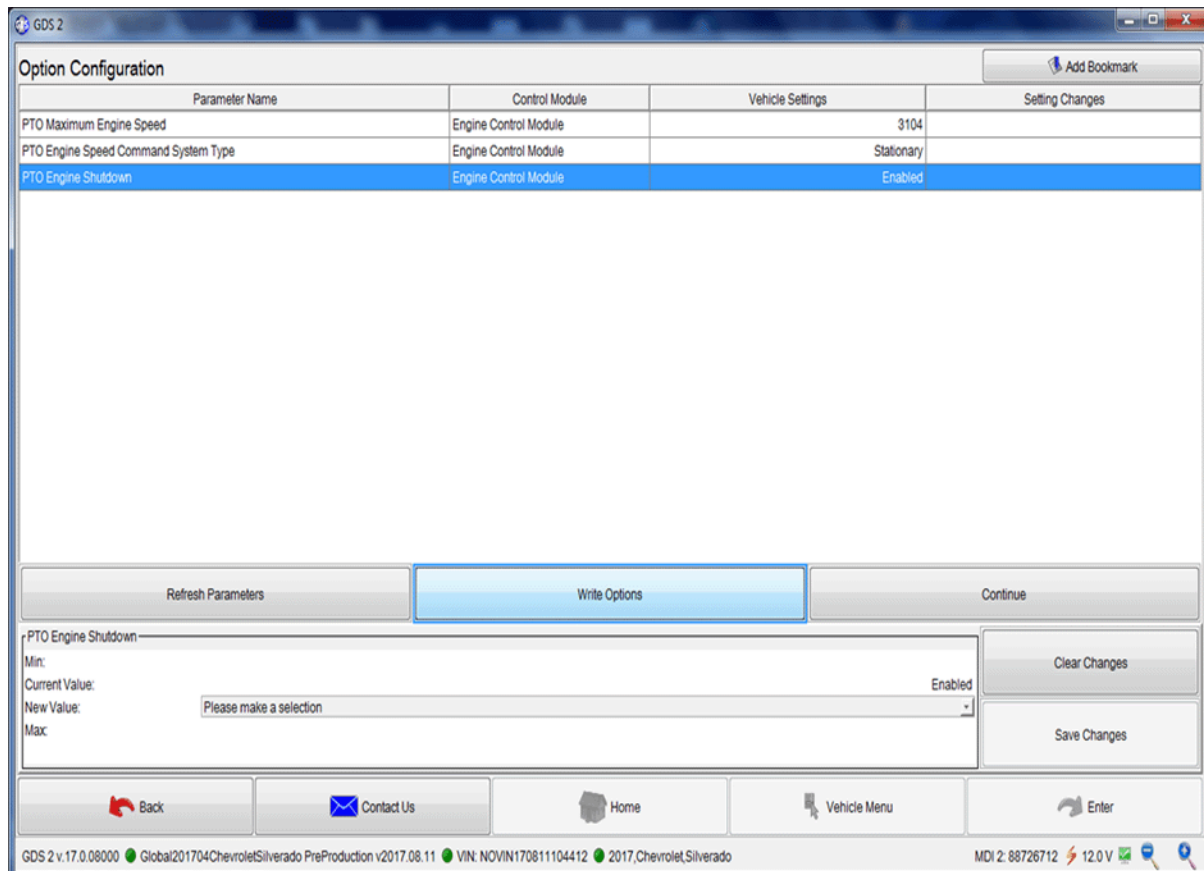
There are 'Clear Changes' and 'Save Changes' buttons to the right of the form. At the bottom, there is a navigation bar with 'Back', 'Contact Us', 'Home', 'Vehicle Menu', and 'Enter' buttons. The status bar at the very bottom contains technical information: 'GDS 2 v:17.0.08000', 'Global201704ChevroletSilverado PreProduction v2017.08.11', 'VIN: NOV1N170811104412', '2017,Chevrolet,Silverado', 'MDI 2: 88726712', and '12.0 V'.

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12. Select "Enabled" from drop down menu.

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13. After selecting "Enabled" for "PTO Engine Shutdown", select "Save Changes" then select "Write Options". The new value will be written.
14. Data will be written to the ECM and changes will be displayed. Select "Continue" to exit.
15. Remove GDS2 and turn ignition off. Open and close drivers door and allow the vehicle to power down for 2 minutes.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through September 30, 2019. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through September 30, 2019, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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.



**We Support
Voluntary Technician
Certification**

Customer Satisfaction Program

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September 2017

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2017 model year Chevrolet Silverado HD or GMC Sierra HD may have a condition where the Power Take-off (PTO) option was not enabled. If the PTO is not enabled, the engine cannot increase its idle speed when engaging a mechanical or hydraulic PTO-driven accessory.

Your satisfaction with your Silverado HD or Sierra HD is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will enable the PTO option, if necessary. This service will be performed for you at **no charge until September 30, 2019**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

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GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4552
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 5, 2017

Subject: 17315 - Customer Satisfaction Program
Power Take-Off (PTO) Inoperative

Models: 2017 Chevrolet Silverado HD
2017 GMC Sierra HD
Equipped with Engine Control – Power Take Off (PTO) Controls (RPO
PTO)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17315 today. The total number of U.S. vehicles involved is approximately 5,871. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on September 19, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated September 6, 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
GLOBAL SAFETY FIELD INVESTIGATIONS