



Preliminary Information

PIP5562 Hard Start When Cold And / Or Poor Running After GPCM Replacement

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado	2017 - 2018	All	All	6.6 L5P	All
GMC	Sierra	2017 - 2018	All	All	6.6 L5P	All

Involved Region or Country:	North America
Condition:	A customer may have a concern of hard starting when cold and / or poor running for a while after starting.
Cause:	<p>GM has discovered a concern with the Glow Plug Control Module (GPCM) service parts (12687698 and 12671083) for 2017 – 2018 vehicles with the 6.6 L5P diesel.</p> <p>The glow plug light will illuminate on the DIC indicating that the glow plugs are working however the GPCM will not send any electricity to the glow plugs.</p> <p>If a vehicle is experiencing these symptoms, check in GM VIS to see if the GPCM has recently been replaced.</p> <p>To test for this condition, the vehicle must be cold. Place an Amp clamp on a glow plug wire and turn the ignition to on. If there is no current to the glow plugs with the glow plug light illuminated, the vehicle has a suspect GPCM and it will need to be replaced.</p> <p>Note: If using GDS2 to command the glow plugs on, the GPCM will send electricity to the glow plugs even with one of these parts. You must use the ignition key when performing this test.</p>

Correction:

If a replacement GPCM is needed, please use the attached form to request one from the Warranty Parts Center (WPC).

The WPC part number is WPC828.

For e-mailing purposes this can be copied and pasted.

Return form to Warranty Parts Center by Email: warrantypartscenterusa@gm.com

Or by Fax: 248-371-0192 ATTN: Temporary Service Parts

Part Being Requested: **WPC #**

Dealer BAC (U.S.) / Dealer Code (Canada):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

IMPORTANT: If you do not receive the part within 2 business days after emailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371- 9901.

For faxing or printing purposes this can be printed, filled in and then faxed.

To ensure full page print do not adjust size, select magnifying glass to enlarge then print



To ensure full page print do not adjust size, select magnifying glass to enlarge then print

Version History

Version	1
Modified	Created 3/20/2018



© 2016 General Motors. All Rights Reserved.