

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4991
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 7, 2019

Subject: N192213550 - Service Update
Trailer Integration Module Software Error

Models: 2019 Chevrolet Silverado 1500 (New Model)
2019 GMC Sierra 1500 (New Model)
Equipped with Indicator – Trailer Information (RPO U1D)

To: All General Motors Dealers

General Motors is releasing Service Update N192213550 today. The total number of U.S. vehicles involved is approximately 85,341. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 7, 2019. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N192213550 – Trailer Integration Module Software Error



Release Date: March 2019

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	Silverado 1500 (New Model)	2019	2019	U1D	Indicator -Trailer Information
GMC	Sierra 1500 (New Model)	2019	2019	U1D	Indicator -Trailer Information

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 2019 model year Chevrolet Silverado and 2019 model year GMC Sierra vehicles may have a condition where the instrument panel cluster displays that a trailer is connected or disconnected when there is no trailer attached to the vehicle.
Correction	Dealers are to reprogram the trailer lighting control module.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104343*	Verified Module Software or Calibration Level: Module Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9104244*	Trailer Lighting Control Module Reprogramming with SPS	0.3		

* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction. Note that if multiple modules are reprogrammed, all claim codes must be entered with a comma separating each code.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

- Open TIS on the computer used to program the vehicle
- Select and start SPS
- Select Settings
- Select the Warranty Claim Code tab

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Service Procedure

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software 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. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. 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.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Service Update

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Summary

Controller	Id	Current #	Selected #	Description
K40D	1	13526434	13526434	Operating system
	2	84523953	84523953	Driver Seat Module

Service Programming System

M6991: You are attempting to reprogram with the same calibration. This is not allowed for the selected ECU. Please record Warranty Claim Code: A86690002

OK

5164840

Note: If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK and follow screen instructions. The WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the Trailer Lighting Control Module. Refer to *K68 Trailer Lighting Control Module: Programming and Setup* in SI.

Service Programming System

J2534 Pass Thru: Final Instructions

Action Complete
Seat Memory Control Module - Driver - Programming (K40D)
2018-10-05 12:03:02 EDT

Warranty Claim Code: A86690001
Record this code on the warranty repair order (if applicable).

Important Notes/Remarks:
The Warranty Claim code is a required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim.
Warranty claim codes for prior VINS serviced may be retrieved through "Settings" at SPS start page.
Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Mandatory Controller Specific Instructions (to be respected):

M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

Print

Clear DTCs Proceed with same VIN New Cancel

VIN: 10YS4CK1K0R100024

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2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

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/repaired 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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Voluntary Technician
Certification**