



Service Bulletin

Bulletin No.: 19-NA-109
Date: August, 2019

INFORMATION

Subject: Duramax Oil Life Monitor Counts Down too Quickly

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500/3500	2019	2019	SOP	1GC1KTEY5KF265365	L5P	All
GMC	Sierra 2500/3500	2019	2019	SOP		L5P	

Involved Region or Country	North America, Israel
Additional Options (RPOs)	
Condition	Some customers may have a concern that the engine oil life seems to be counting down too quickly.
Cause	The cause of the condition may be a software anomaly
Correction	An Engine Control Module (ECM) update is available to help with this concern. Please check for an ECM Update. If the ECM is up to date, perform normal SI diagnostics.

Service Procedure

Note: 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 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.

Refer to *K20 Engine Control Module: Programming and Setup* in SI to check for latest ECM update.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
*2886268	Engine Control Module Reprogramming with SPS Oil Life Monitor Engine Control Module Update	0.3 hr
<p>*This is a unique Labor Operation for Bulletin use only.</p> <p>*To avoid warranty transaction rejections, carefully read and follow the instructions below:</p> <ul style="list-style-type: none"> The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction. When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS. 		

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:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. 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.

Version	2
Modified	Released May 17, 2019 Revised August 12, 2019 – Updated Subject and added programming with SPS warranty statements