



Service Bulletin

Bulletin No.: 19-NA-155

Date: September, 2019

TECHNICAL

Subject: No Start Conditions Due to Dead Battery

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019			L3B	All
GMC	Sierra 1500 (New Model)	2019	2019				

Involved Region or Country	North America, N.A. Export Regions
Additional Options (RPOs)	
Condition	Some customers may comment on a no start condition due to a dead battery.
Cause	<p>The cause of the condition may be a software anomaly that caused the Engine Control to stay awake, draining the battery.</p> <p>A technician may find that the battery is dead and there is no DTC set to indicate a system fault.</p>
Correction	<p>The following diagnosis might be helpful if the vehicle exhibits symptom(s), that include but not limited to a no crank condition.</p> <p>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.</p> <ol style="list-style-type: none">1. Use SI to diagnosis for a dead battery condition. <p>Note: If root cause cannot be determined for this dead battery condition it could be caused by an intermittent condition caused by the controller staying awake draining the battery.</p> <ol style="list-style-type: none">2. Verify that the ECM has the latest software available. If the ECM does NOT have the latest software available, reprogram the Engine Control Module (ECM). Refer to <i>K20 Engine Control Module: Programming and Setup</i> in SI.3. Once complete, clear any DTC's and return the vehicle to the customer.

Parts Information

No parts are normally 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
*2886378	Engine Control Module Reprogramming with SPS for No Start with Dead Battery	0.3 hr

*This is a unique Labor Operation for Bulletin use only.

*To avoid warranty transaction rejections, carefully read and follow the instructions below:

- 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	1
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