



# Service Bulletin

Bulletin No.: 19-NA-209

Date: September, 2019

## TECHNICAL

**Subject:** Reduced Engine Power, Malfunction Indicator Lamp (MIL) Illuminated - DTC P2463 Set

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2019	2019			LH7	
GMC	Terrain						

Involved Region or Country	North America
Condition	Some customers may comment on one or more of the following conditions: <ul style="list-style-type: none"><li>• Reduced Engine Power</li><li>• MIL illuminated</li></ul> Some technicians may comment that DTC P2463 (Diesel Particulate Filter (DPF) Soot Accumulation) set in the Engine Control Module (ECM).
Cause	This condition may be caused by the ECM over-estimating soot accumulation during operating conditions.
Correction	Program the ECM to the latest calibration available, when applicable. <ul style="list-style-type: none"><li>– Do not run the Diesel Particulate Filter DPF Service Regeneration Procedure unless P2463 is an active DTC.</li></ul>

### 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 [www.gmdesolutions.com](http://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.

Refer to *K20 Engine Control Module: Programming and Setup* in SI.

### Parts Information

No parts are required for this repair.

## Warranty Information

For vehicles repaired under the Emission coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2886488*	Engine Control Module Reprogramming with SPS for P2463	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"><li>• The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.</li><li>• 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.</li></ul>		

### 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.

Version	1
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