



# Service Bulletin

Bulletin No.: 16-NA-325

Date: September, 2019

## TECHNICAL

**Subject: Identifying Non-GM ECM Calibration Use and Power-up Hardware Detection in 2.8 Duramax Diesel Engines Using GDS 2**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado	2016	2020			2.8L Diesel (LWN)	All
Chevrolet	Express	2017		All			
GMC	Canyon	2016		All			
GMC	Savana	2017		All			

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPO)</b>	Equipped with Duramax® 2.8L Turbocharged Diesel Engine (RPO LWN)

### General Motors Position on Aftermarket Power-Up Devices

General Motors does not warranty non-GM parts, calibrations, and/or software modifications. The use of parts, control module calibrations, software modifications, and/or any other alterations not issued through General Motors will void the warranty coverage for those components that are damaged or otherwise affected by the installation of the non-GM part, control module calibration, software modification, and/or other alteration.

This bulletin outlines the procedures to identify the presence of non-GM (aftermarket) calibrations. GM recommends performing this check whenever a hard part failure is seen on internal engine, transmission, transfer case or rear axle components, and before disassembly, repair or replacement of an engine, transmission, transfer case or rear axle assembly under warranty. It is also recommended that the engine calibration verification procedure be performed whenever diagnostics indicate that an exhaust after-treatment system component replacement is necessary.

### Various Symptoms Caused by an Aftermarket Power-Up Kit or Hardware


- Poor Performance
- Drivability concerns
- Increased emissions
- Knocking noise
- Engine damage
- Black smoke from the exhaust. This symptom may not occur if the diesel particulate filter (DPF) is in good working condition. The DPF will trap black exhaust smoke unless it is cracked, melted or has been removed from the exhaust system.

### GDS 2 Screen Shot Required by the Calibration Group — 2016 GMC Canyon Typical View of Screen Shots Generated as a Report

Navigate to:

- Module Diagnostics
- Engine Control Module
- Identification Information
- Calibration History

Create a report and email it to the address below with the required information.



Parameter Name	Value	Unit	Control Mode
Calibration History Buffer	Unlocked		Engine Control Module
Number of Calibration History Events Stored	10		Engine Control Module
Calibration Part Number History 1	037623		Engine Control Module
Calibration Verification Number History 1	FAKE		Engine Control Module
Calibration Part Number History 2	0		Engine Control Module
Calibration Verification Number History 2	FFFF		Engine Control Module
Calibration Part Number History 3	0		Engine Control Module
Calibration Verification Number History 3	FFFF		Engine Control Module
Calibration Part Number History 4	0		Engine Control Module
Calibration Verification Number History 4	FFFF		Engine Control Module
Calibration Part Number History 5	0		Engine Control Module
Calibration Verification Number History 5	FFFF		Engine Control Module
Calibration Part Number History 6	0		Engine Control Module
Calibration Verification Number History 6	FFFF		Engine Control Module
Calibration Part Number History 7	0		Engine Control Module
Calibration Verification Number History 7	FFFF		Engine Control Module
Calibration Part Number History 8	0		Engine Control Module
Calibration Verification Number History 8	FFFF		Engine Control Module
Calibration Part Number History 9	0		Engine Control Module
Calibration Verification Number History 9	FFFF		Engine Control Module
Calibration Part Number History 10	0		Engine Control Module
Calibration Verification Number History 10	FFFF		Engine Control Module

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Global Diagnostic System 2

Calibration History

Overview

Vehicle Identification Number (VIN)	1GTPEDC19G1100186
Report Creation Date	2016-09-23 08:51:11 EDT

Vehicle Configuration Property

Make	GMC
Model	Canyon
Model Year	2016

System Information Property

VCI Serial Number	MDI: 22129187
Vehicle Session Creation Date	2016-09-23 13:30:47
Test Start Time	2016-09-23 08:45:37 EDT

Calibration History

Control Module	Parameter Name	Value
Engine Control Module	Calibration History Buffer	Unlocked
Engine Control Module	Number of Calibration History Events Stored	10
Engine Control Module	Calibration Part Number History 1	12676329
Engine Control Module	Calibration Verification Number History 1	FAKE
Engine Control Module	Calibration Part Number History 2	0
Engine Control Module	Calibration Verification Number History 2	FFFF
Engine Control Module	Calibration Part Number History 3	0
Engine Control Module	Calibration Verification Number History 3	FFFF
Engine Control Module	Calibration Part Number History 4	0
Engine Control Module	Calibration Verification Number History 4	FFFF
Engine Control Module	Calibration Part Number History 5	0
Engine Control Module	Calibration Verification Number History 5	FFFF
Engine Control Module	Calibration Part Number History 6	0
Engine Control Module	Calibration Verification Number History 6	FFFF
Engine Control Module	Calibration Part Number History 7	0
Engine Control Module	Calibration Verification Number History 7	FFFF
Engine Control Module	Calibration Part Number History 8	0
Engine Control Module	Calibration Verification Number History 8	FFFF
Engine Control Module	Calibration Part Number History 9	0
Engine Control Module	Calibration Verification Number History 9	FFFF
Engine Control Module	Calibration Part Number History 10	0
Engine Control Module	Calibration Verification Number History 10	FFFF
Engine Control Module	Date Programmed	20160921

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**Note:** repeated “FFFF”s or “0”s are harmless. They are place holders.

**Note:** This is a typical GDS 2 screen shot generated as a “Report”, and taken from a Model Year 2016 GMC Canyon showing the: VIN, Calibration History, Calibration Verification Number History and other Associated Parameters. The VIN MUST appear on the same screen as the calibrations numbers.

Depending on the computer screen configuration being used and the Number of Calibration History Events Stored, you may need to take two screen shots to retrieve, save and view all of the information.

## Instructions for E-Mailing the Required Information and .jpg, .jpeg, .png, or HTML Files to the Calibration Group

1. E-mail copies of the files to [TACCVN@gm.com](mailto:TACCVN@gm.com)
2. In the *Subject* line of the E-mail include the phrase “Duramax® diesel”, the complete VIN and Service Agent BAC.

**Note:** Properly providing the requested information in Step 2 and Step 3 is extremely important.

3. In the *Body* of the E-mail include the following:
  - 3.1. Complete VIN
  - 3.2. Mileage
  - 3.3. Job Card Number (R.O. Number)
  - 3.4. Service Agent BAC
  - 3.5. Service Personnel Name (Manager or Technician)
  - 3.6. A complete and comprehensive description of the customer concern and cause of the concern.
  - 3.7. Include information about Aftermarket items or abuse discovered, if any, on the vehicle.

**Note:** DO NOT cut and paste the GDS 2 screen shots into the body of the e-mail. The .jpg, .jpeg or .png files must be sent as e-mail ATTACHMENTS.

4. When sending the e-mail to the Calibration Group, the .jpg, .jpeg or .png files *must be “attached” to the e-mail*, in order to properly validate the calibration.

**Note:** Include a return email address.

5. E-mails that are sent without all of the above information and attachments as outlined, may be returned to the sender with a request for the missing information.
6. Remember to review your e-mail replies for further information from the Calibration Group.
7. The Service Agent will receive an e-mail reply from the Calibration Group after the calibrations have been validated. Please allow up to 2 hours before calling PQC/TAC. The e-mail reply will advise the Service Agent if the calibrations are OEM.
8. The Service Personnel may call the PQC after receiving their e-mail notification from the Calibration Group informing them that the calibrations are OEM, if required to do so for Warranty Requirements. Be prepared to provide all

of the usual documentation that is normally required when requesting an assembly authorization from the PQC.

- If the Calibration Group determines that the calibrations *ARE* aftermarket calibrations, *DO NOT* contact GM Technical Assistance to discuss warranty concerns on the aftermarket calibrations. *All* questions and concerns about warranty should be directed to the Service Agent's District Manager Aftersales (DMA) in the United States and in Canada to the District Manager - Customer Care and Service Process (DM - CCSP).

**Warranty Information**

- The Service Management must be involved in any situation that would justify the use of labor operation 0600014.
- Notify the Service Agent's District Manager Aftersales (DMA) in the United States and in Canada the District Manager - Customer Care and Service Process (DM - CCSP).
- All claims will have to be routed to the Warranty Support Center (WSC) for approval.
- Please refer to the latest version of Corporate Bulletin Number 09-00-89-016, Labor Operation 0600014 - Suspected Tampering or Vehicle Modifications for important information.

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
0600014*	Suspected Tampering or Vehicle Modifications	0.2 hr
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	4
<b>Modified</b>	Revised September 05, 2017 - Added 2018 Model Year. Revised July 23, 2018 - Added 2019 Model Year. Revised September 19, 2019 - Added 2020 Model Year.

