



# Service Bulletin

Bulletin No.: 19-NA-146

Date: September, 2019

## INFORMATION

**Subject:** Vehicle will not start when ambient temperatures are below 13 F (-25C)

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				

<b>Involved Region or Country</b>	North America, N.A. Export Regions
<b>Additional Options (RPOs)</b>	
<b>Condition</b>	Some customers may comment that their vehicle will not start in extremely cold temperatures below 13 F (-25C)
<b>Cause</b>	The cause of the condition may be a software anomaly.
<b>Correction</b>	Verify if the Engine Control Module (ECM) has the latest software available. If the vehicle does not have the most current level of software, reprogram the ECM to the latest software available. If the vehicle has the most current level of software, refer to SI to perform system diagnostics.

### Service Procedure

If programming the ECM then refer to *K20 Engine Control Module: Programming and Setup* in SI.

**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.

### 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
*2886338	Engine Control Module Reprogramming with SPS for Vehicle No Start	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.

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