



# Service Bulletin

Bulletin No.: 19-NA-077

Date: November, 2019

## INFORMATION

**Subject: Start/Stop Performance, Hesitation From a Stop, Malfunction Indicator Lamp (MIL) Illuminated - DTC P0132 and/or P0138 Set**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2018	2019			All	All
GMC	Terrain	2018	2019				
Holden	Equinox	2018	2019				

<b>Involved Region or Country</b>	North America, N.A. Export Regions, Australia
<b>Additional Options (RPOs)</b>	
<b>Condition</b>	Some customers may comment on one or more of the following conditions: <ul style="list-style-type: none"> <li>Start/Stop performance</li> <li>Hesitation from a stop</li> <li>MIL illuminated and DTC P0132 and/or P0138 set.</li> </ul>
<b>Cause</b>	The cause of the condition may be a software anomaly.
<b>Correction</b>	<p><b>Note:</b> This software enhancement will not correct the P0132 or P0138. Use SI to diagnose and repair these DTCs first and then update to the current level of software before returning the vehicle back to the customer to help reduce future concerns.</p> <p>This programming update contains the following Start/Stop improvements.</p> <ul style="list-style-type: none"> <li>Entrance into stop/start is delayed – helps change of mind complaints</li> <li>Recalibrated auto-start crank air and spark calibrations for faster torque response – makes for quicker engine speed ramp up coming out of an auto stop</li> <li>Slowed down generator ramp rate post auto-restart from .8 volts/s to .16 volts/s to help reduce engine sag due to load transition of generator turning on.</li> <li>Brake pedal release rate change to improve time to restart after auto-stop – Initiates the auto start logic sooner. This update will not fix an inoperative Start/Stop system. Use SI to diagnose that.</li> </ul> <p><b>Note:</b> Engine Control Module Reprogramming may cause the Intelligent Battery Sensor (IBS) learnings to be lost which would cause the Start/Stop to not function until it resets. It takes a minimum of 4 hours shut down for the IBS sensor to re-learn.</p>

### Service Procedure

**Note:** This software enhancement will not correct the P0132 or P0138. Use SI to diagnose and repair these DTCs first and then update to the current level of software before returning the vehicle back to the customer.

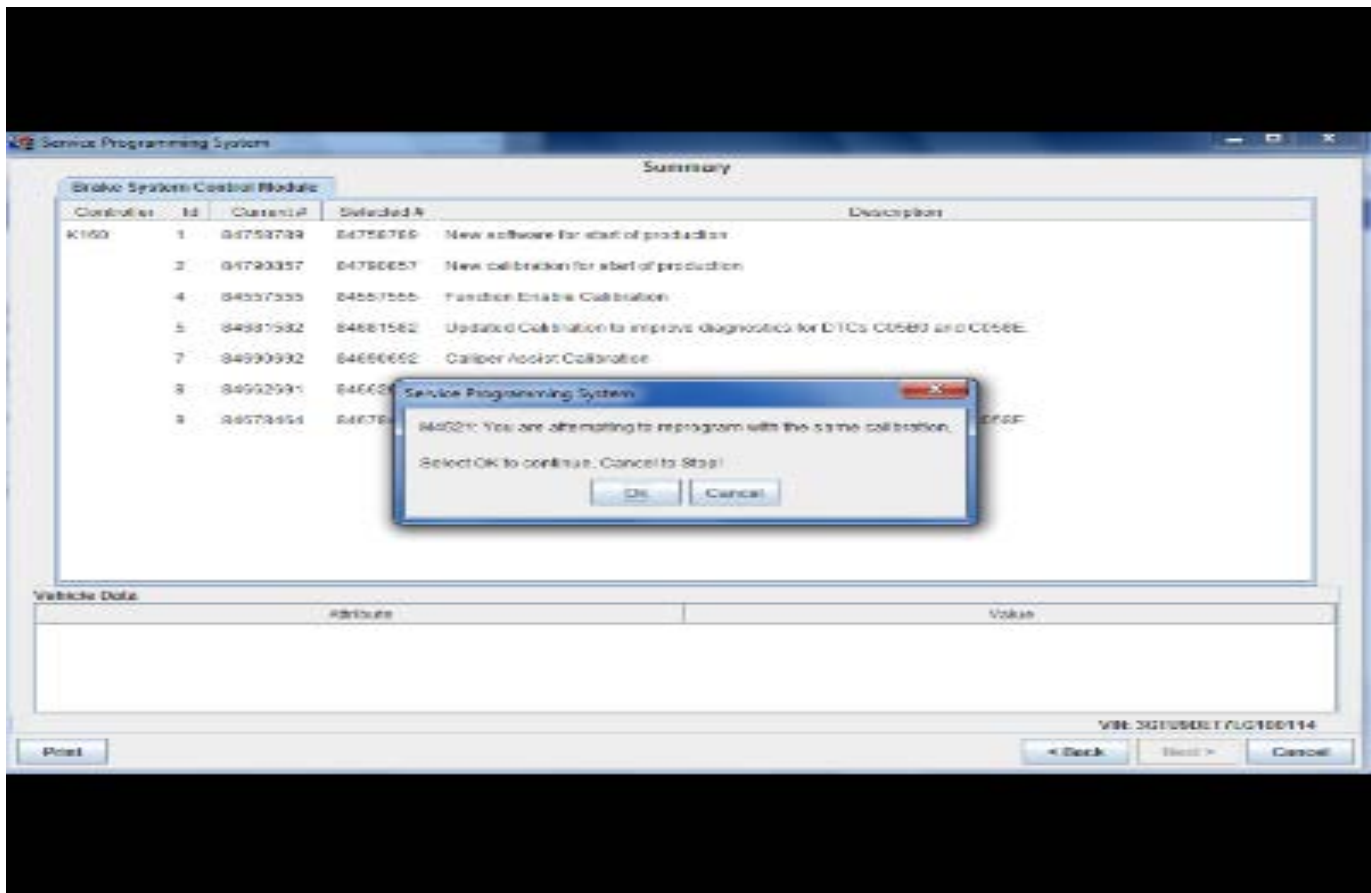
**Note:** Engine Control Module Reprogramming may cause the Intelligent Battery Sensor (IBS) learnings to be lost which would cause the Start/Stop to not function until it resets. It takes a minimum of 4 hours shut down for the IBS sensor to re-learn.

**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

**Note:** Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.

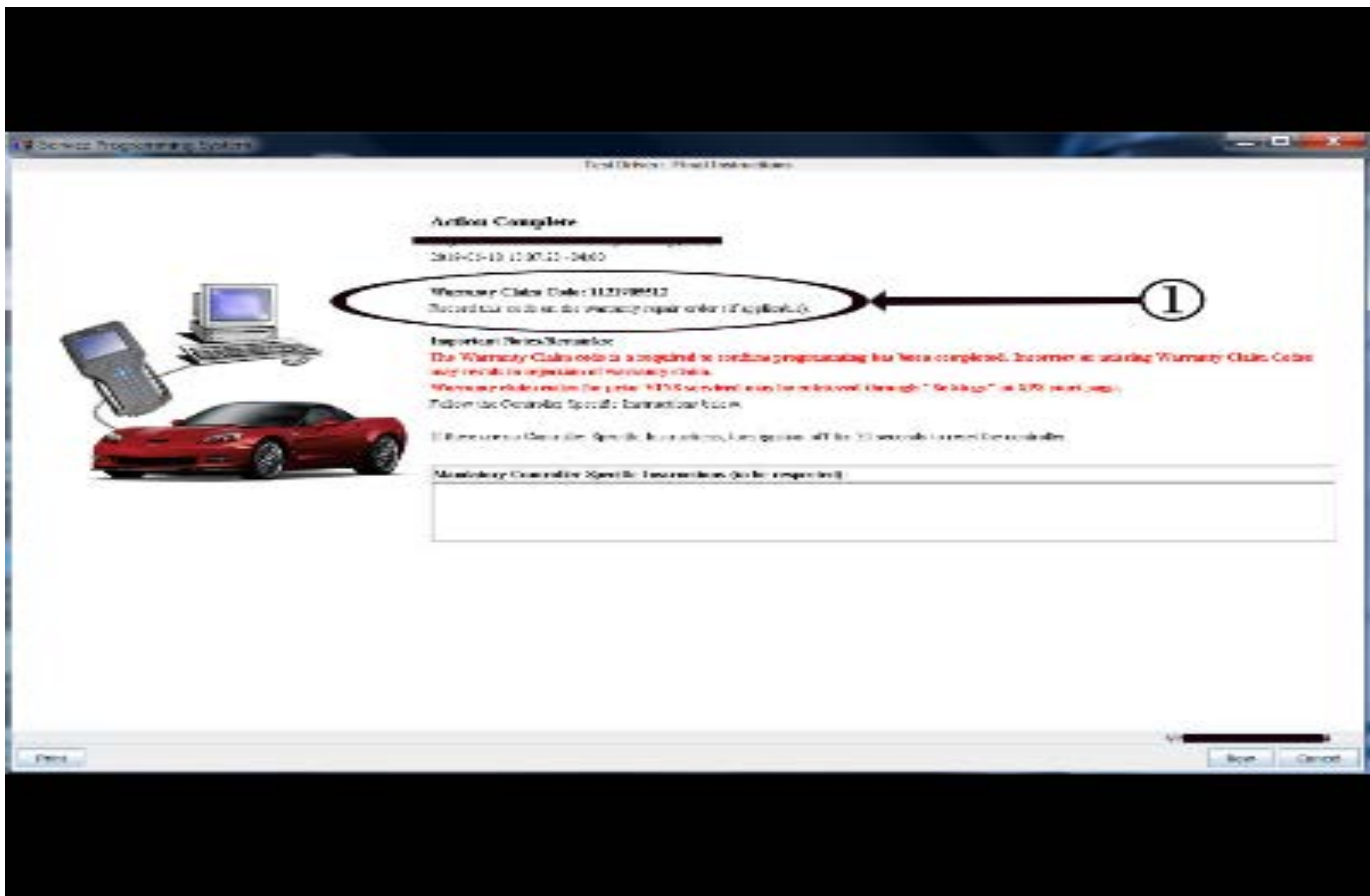
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. 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.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



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**Note:** If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Refer to SI to diagnose DTCs and reprogram ECM to the most current level. Refer to *Engine Control Module: Programming and Setup* in SI.



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**Note:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

- Record SPS Warranty Claim Code on job card for warranty transaction submission.

**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
*2886238	Diagnose DTCs and reprogram ECM	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.

<b>Version</b>	2
<b>Modified</b>	Released April 18, 2019 Revised November 22, 2019 – Updated Correction Section and added updated programming template

