

**Subject:** Engineering Information – Service Engine Soon (SES) Lamp Illuminated, DTCs B2B0D and/or B2B0E Central Gateway Module Codes Unable to Communicate with HSLAN or LSLAN

**Attention:** Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2020	-	-	-	-
GMC	Sierra 1500 (New Model)						

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on the Service Engine Soon (SES) lamp being illuminated. Technicians may find B2B0D and/or B2B0E Central Gateway Module codes, unable to communicate with HSLAN or LSLAN.
<b>Cause</b>	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

### Correction

If you encounter a vehicle with the above concern, and the vehicle is within a 5 hour drive of Milford Proving Ground, the RED-X team (Mick Dowd) would like to visit the dealer to look at the vehicle prior to any repairs.

### Contact Information

Engineer Name	Phone Number
Mick Dowd	(248) 804-0398
Cindie Nieman	(248) 804-9775

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

### Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
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2886568*	Engineering Information – Service Engine Soon (SES) Lamp Illuminated, DTCs B2B0D and/or B2B0E	0.2 hr
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\* This is a unique labor operation for bulletin use only.

<b>Version</b>	1
<b>Modified</b>	Released November 19, 2019