

**Subject:** Engineering Information - Shift to Park Message On the Drivers Information Center (DIC) (ONLY On Push Button Ignition), Unable to Remove Key from Ignition Cylinder and/or Difficult to Shift Out of Park

**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 PIE 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.

*This PI has been revised to Update the Models. Please discard PIE0568.*

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019	-	-	-	-
	Silverado 2500HD/3500HD	2020	2020				
	Silverado 1500	2020	2020				
GMC	Sierra 1500 (New Model)	2019	2019				
	Sierra 2500HD/3500HD	2020	2020				
	Sierra 1500	2020	2020				

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<p><b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on one or more of the following conditions:</p> <ul style="list-style-type: none"> <li>• Shift to Park Message on the Drivers Information Center (DIC) (ONLY on push button ignition).</li> <li>• Unable to remove key from the ignition cylinder (ONLY on keyed ignition).</li> <li>• Difficult to shift out of park.</li> </ul>
<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

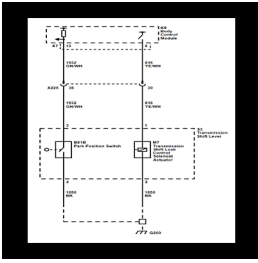
If you encounter a vehicle with the above concern, perform the following steps and contact the engineers listed below with your findings.

**Important:** If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Using GDS 2:

1. Record all Malfunction Codes \_\_\_\_\_
2. Record Brake Pedal Position with the foot **OFF** the brake pedal.
  - From BCM: Select Module Diagnostics | K9 BCM | Data Display | Chassis Control Data | "Calculated Brake Pedal Position" – Record % Value \_\_\_\_\_
3. Record from Module Diagnostics | K9 BCM | Data Display | Chassis Control Data | "In Park Switch Status" - Record Value \_\_\_\_\_
4. As you apply and release the brake pedal – can you hear the Brake Trans Shift Interlock 'click'?
5. If your symptom is "Shift To Park" message on the DIC, perform the following below, if not, go to step 6.

- Remove "Steering Column Lower Trim Cover Replacement" (Document ID: 4997368) to gain access to Transmission Control electrical connector – **DO NOT** disconnect.



- Measure Voltage from Terminal 3 (GN / WH) to ground. Record Value \_\_\_\_\_
- Measure Voltage from Terminal 4 (BK) to ground. Record Value \_\_\_\_\_
- Measure Voltage from Terminal 3 (GN / WH) to 4 (BK). Record Value \_\_\_\_\_ Go to step #7.

**6.** If your symptom is "Difficult to move gear selector out of Park", perform the following, if not, go to step #7.

- Remove "Steering Column Lower Trim Cover Replacement" (Document ID: 4997368) to gain access to Transmission Control electrical connector – **DO NOT** disconnect.
- Measure Voltage from Terminal 3 (GN / WH) to ground. Record Value \_\_\_\_\_
- Measure Voltage from Terminal 4 (BK) to ground. Record Value \_\_\_\_\_
- Measure Voltage from Terminal 3 (GN / WH) to 4 (BK). Record Value \_\_\_\_\_
- Measure Voltage from Terminal 1 (YE / WH) to ground as you apply and release the brake. \_\_\_\_\_ Volts when applied \_\_\_\_\_ Volts when released.
- Go to step #7.

**7.** Contact the appropriate engineer depending on findings above.

- If the BCM Calculated Brake Pedal Position was Not in the range -1% to 1% or if owner comment is that the Brake Lamps remain on contact Kerima Musanovic.
- If the Park Switch reads "off" or no 'click' is heard from the Brake Trans Shift Interlock contact Kalena Isaacson.

**Contact Information**

The Contact Information has been redacted.

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
2886818*	Engineering Information - Shift to Park Message On the Drivers Information Center	0.5 hr

\* This is a unique labor operation for bulletin use only.

<b>Version</b>	2
<b>Modified</b>	Release May 11, 2020 Revised May 12, 2020 – Updated to add Silverado 2500HD/3500HD and Sierra 2500HD/3500HD.