TECHNICAL

Subject: Intermittent Service Steering Column Lock message displayed with U0155 Set

Brand:	Model:	Model Year:		Date Breakpoints:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019	SOP	SILAO: November 11, 2019 FORT WAYNE: November 14, 2019 FLINT: November 12, 2019	All	All
Chevrolet	Silverado 1500	2020	2020				
Chevrolet	Silverado 2500HD/ 3500HD	2020	2020				
GMC	Sierra 1500 (New Model)	2019	2019				
GMC	Sierra 1500	2020	2020				
GMC	Sierra 2500HD/ 3500HD	2020	2020				

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Involved Region or Country	United States, Canada, Mexico, Middle East and Israel.
Additional Options (RPOs)	
Condition	Some customers may comment on a "Service Steering Column Lock" message displaying that may clear when the engine is started. A technician may find DTC U0155 set/stored in vehicles history. • DTC U0155: Lost Communication with Instrument Cluster 5500772
Cause	The cause of the condition may be the program in the Steering Column Lock Module is not optimized to the wake up signals on the communication bus.
Correction	Reprogram the Steering Column Lock Module with the latest software, refer to *K60 Steering Column Lock Module: Programming and Setup* in SI.

Service Procedure

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.

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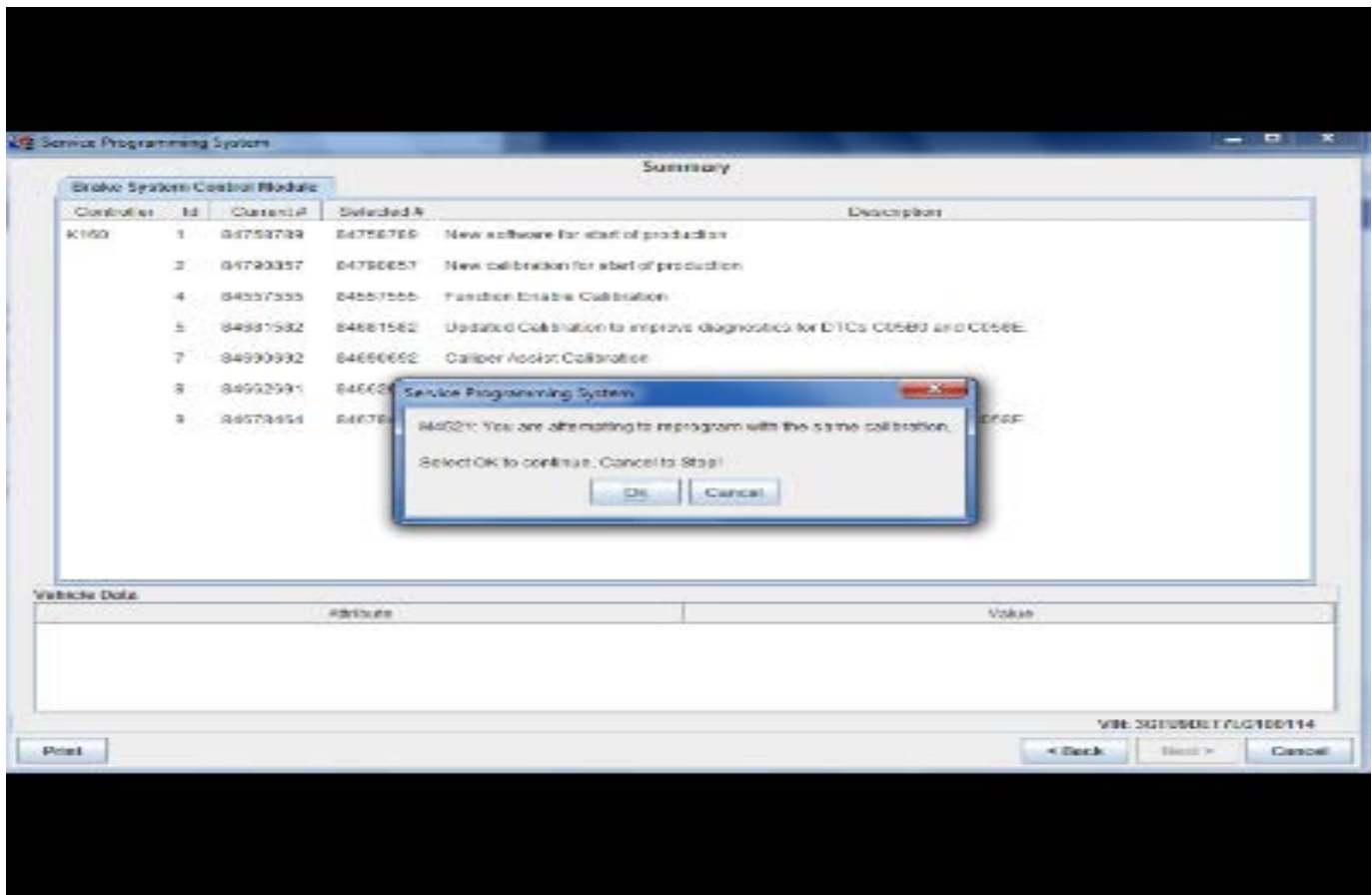
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Important: If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen.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

1. Reprogram the Reprogram the Steering Column Lock Module. Refer to *K60 Steering Column Lock Module: Programming and Setup* in SI. Modify as required (e.g., select x module from the controller screen. Then provide step-by-step instructions or refer to SI procedure.
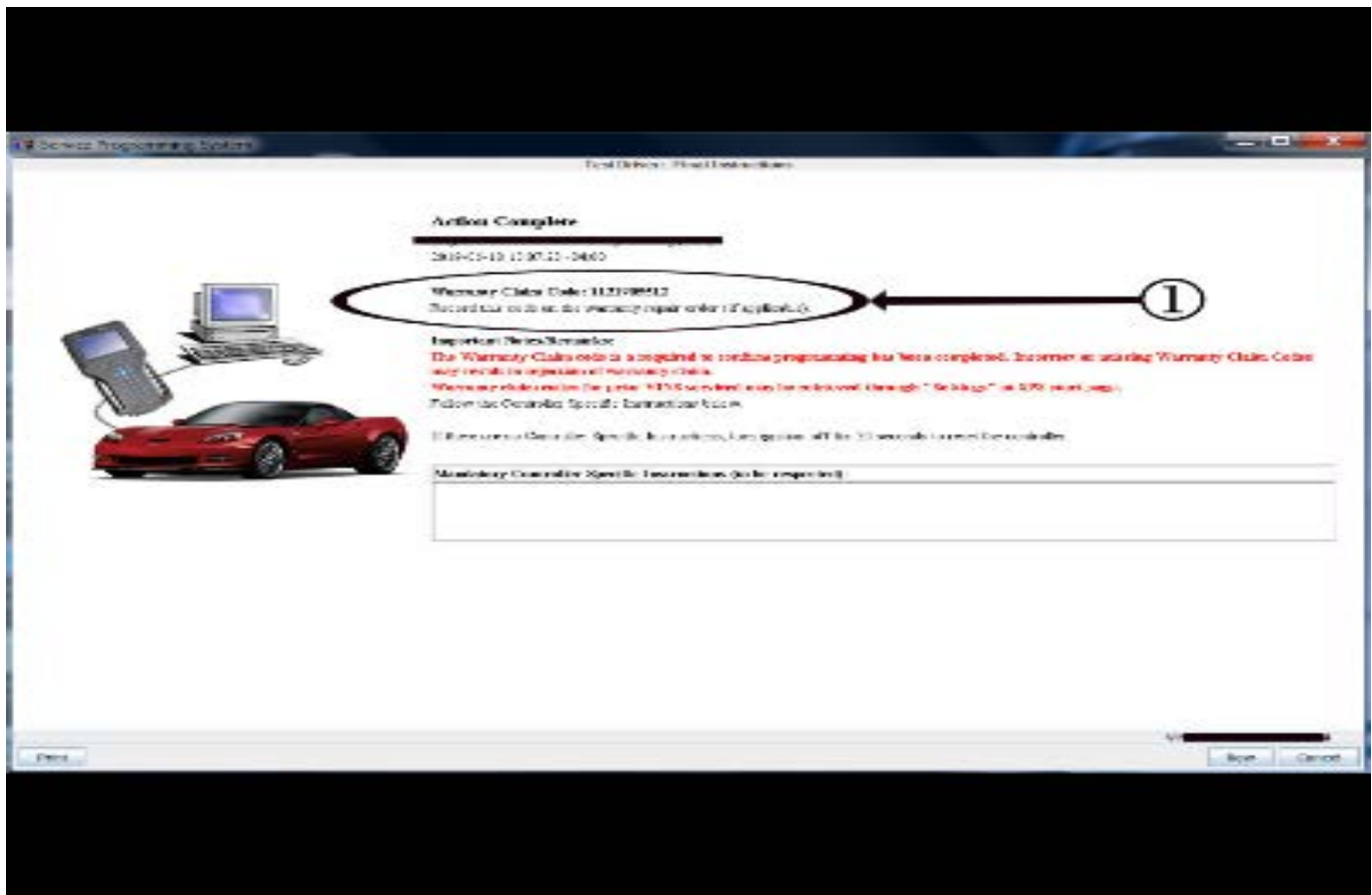
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Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen

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

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
*2810775	Steering Column Lock Control Module Reprogramming with SPS	Use Published Labor Operation Time
Important: *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.

Version	2
Modified	Released January 29, 2020 Revised July 29, 2020 – Added breakpoint dates

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