



Service Bulletin

Bulletin No.: 20-NA-055

Date: August, 2020

TECHNICAL

Subject: Instrument Panel Cluster (IPC) Gauges Inoperative, Numerous Driver information Center (DIC) Error Messages, No Brake or Electric Power Steering Assist, Transmission in Default Gear, No Reverse and/or Back Up Lights, No Daytime Running Lights (DRL), No Cruise or Adaptive Cruise and/or No Trailer Brake Lights

Attention: This bulletin is **ONLY** applicable to the Models / Model Years equipped with the RPOs noted in the table below.

Brand:	Model:	Model Year:		2WD/4WD:	Date Breakpoint:	Engine:	Transmission:
		from	to				
Cadillac	Escalade	2018	2020	All	SOP - Jan. 8, 2020	L86	All
Chevrolet	Express	2020	2020	All	All	LV1	All
	Silverado	2018	2018	All		L83, L86, LV3	All
		2018	2018	4WD		L86	M5U
	Silverado LD	2019	2019	All		L83, LV3	All
	Suburban	2018	2020	All	SOP - Jan. 8, 2020	L83, L86	All
	Tahoe	2018	2020	All		L83, L86	All
GMC	Savana	2020	2020	All	All	LV1	All
	Sierra	2018	2018	All		L83, L86, LV3	All
		2018	2018	4WD		L86	M5U
	Sierra Limited	2019	2019	All		L83, LV3	All
	Yukon	2018	2020	All	SOP - Jan. 8, 2020	L83, L86	All

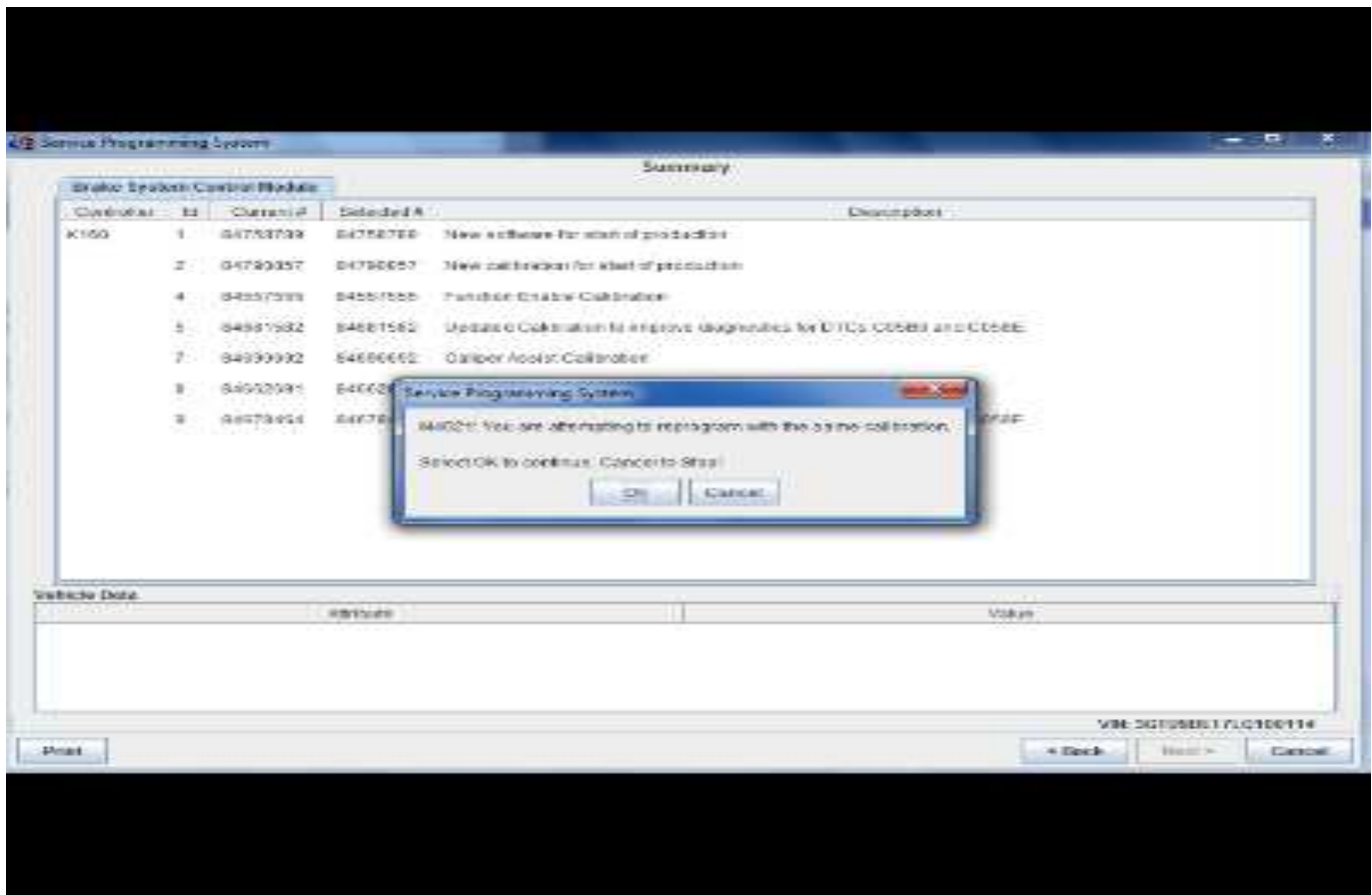
Involved Region or Country	North America, Middle East, Israel, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Thailand
Condition	<p>Some customers may comment on one or more of the following two fault conditions:</p> <ol style="list-style-type: none"> 1. Aborted Crank: <ul style="list-style-type: none"> – Vehicle begins to crank, stops cranking and then has a successful start 2. CAN Lockup: <ul style="list-style-type: none"> • IPC gauges inoperative • Numerous DIC error messages • Oil pressure gauge reads zero • Coolant temperature gauge reads zero • Speedometer gauge reads zero • Tachometer gauge reads zero • Fuel gauge reads zero • Engine appears to be operating in a reduce power mode • No brake assist • Possible no electric power steering assist • Transmission in default gear • Battery gauges are correct • No reverse gear and/or no back-up lights • DRL inoperative • Numerous DIC error messages displayed <p>Note: Headlights can be manually turned On.</p> <ul style="list-style-type: none"> • Auto headlights inoperative • The center-stack and radio will be operational • When the engine is stopped and the HSLAN bus goes to sleep, fault condition is cleared. <p>Some customers may also comment that the vehicle begins to crank, stops cranking and then has a successful start.</p> <p>Note: U0100 alone is not a good indication of this issue. A better indication of the condition are the symptoms listed above.</p> <p>If the vehicle is left in this condition for an extended period, some technicians may find U0100 (Lost Communication With Engine Control Module) set.</p> <p>Some technicians may also find when the engine is stopped and the HSLAN bus goes to sleep, the fault condition is cleared.</p>
Cause	This condition may be caused by a software anomaly.
Correction	If you encounter a vehicle with any of the above conditions, reprogram the Engine Control Module (ECM) with the latest available software.

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 12V 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.



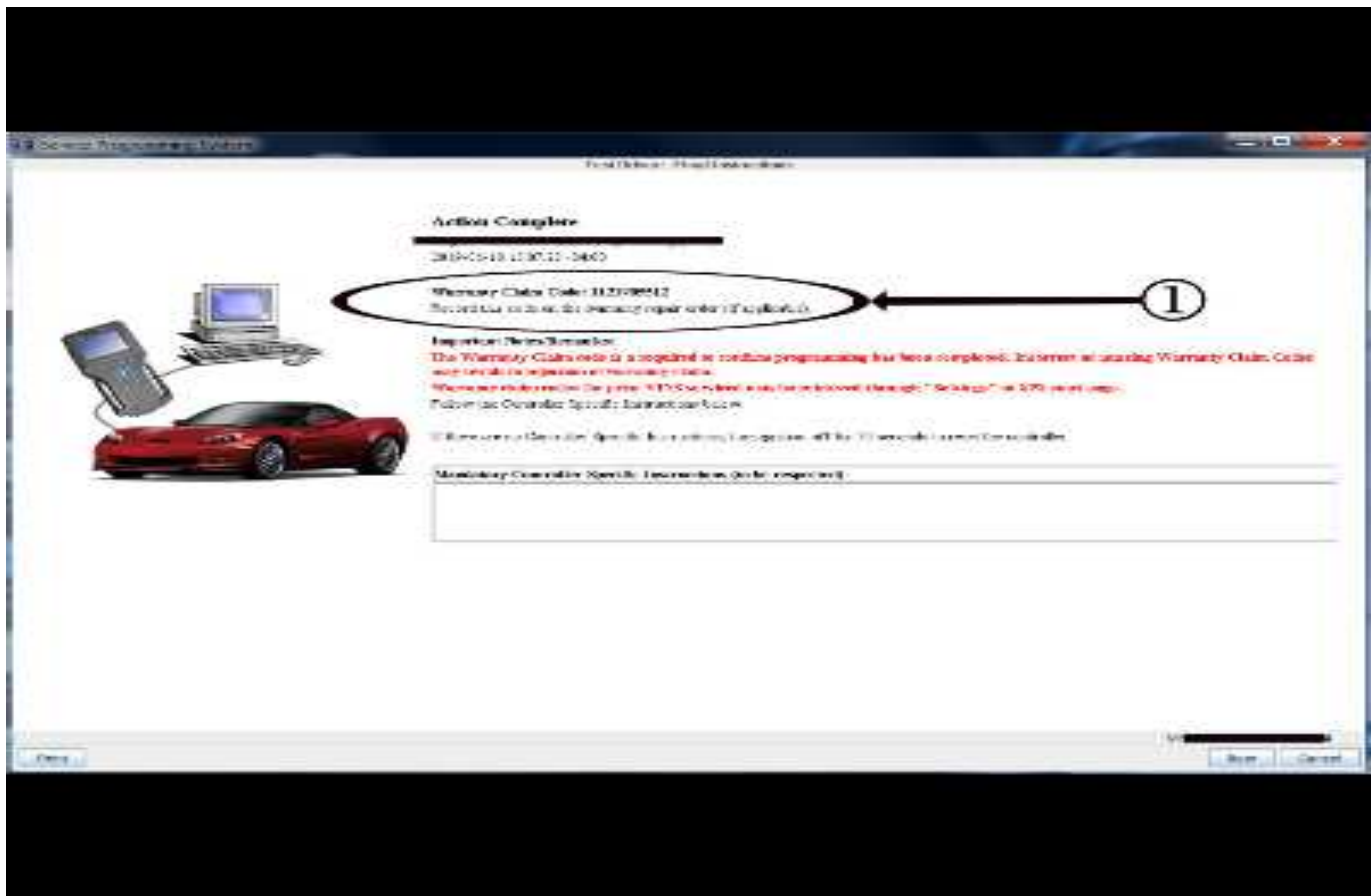
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Important: TIS2WEB screen shown. Techline Connect screen is similar and will be included soon.

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 Information section of this bulletin.

1. Reprogram the Engine Control Module (ECM). Refer to *K20 Engine Control 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: TIS2WEB screen shown. Techline Connect screen is similar and will be included soon.

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

Parts Information

No parts are required for this repair.

Warranty Information

Federal Select Component Emission Warranty coverage code E2 applies for this module programming event. This reprogramming is covered for 8 years/80,000 miles (U.S.) or 8 years/130,000 km (Canada). For vehicles repaired under the Emission coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2886718*	Engine Control Module Reprogramming with SPS for Loss of Communication to ECM	0.5 hr

*This is a unique Labor Operation for bulletin use only.

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	4
Modified	Released May 04, 2020 June 10, 2020 – Updated the Condition section. July 10, 2020 – Updated the Models section. August 03, 2020 – Added the Express and Savana models, added the 2020 Model Year to certain vehicles and added Date Breakpoints to the Model section.

