



# Service Bulletin

Bulletin No.: 20-NA-165

Date: September, 2020

## TECHNICAL

**Subject: Flutter or Boom Noise at 1200 RPM- Service Calibration**

| Brand:    | Model:      | Model Year: |      | Breakpoint: |                 | Engine: | Transmission: |
|-----------|-------------|-------------|------|-------------|-----------------|---------|---------------|
|           |             | from        | to   | from        | to              |         |               |
| Buick     | Encore GX   | 2021        | 2021 | SOP         | August 24, 2020 | L3T     | All           |
| Chevrolet | Trailblazer | 2021        | 2021 |             |                 |         |               |

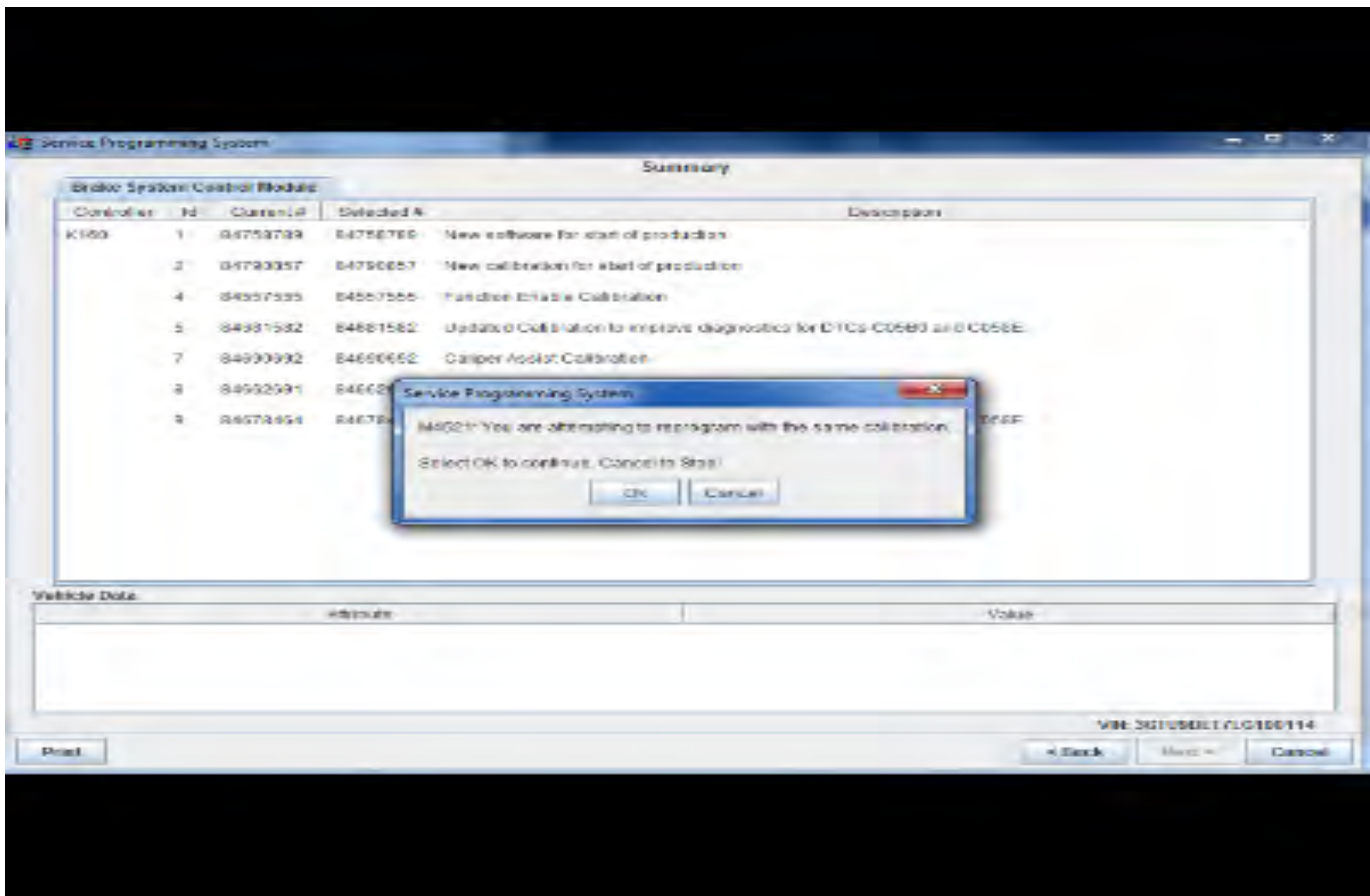
|                                   |   |
|-----------------------------------|---|
| <b>Involved Region or Country</b> | United States, Canada   |
| <b>Additional Options (RPOs)</b>  |   |
| <b>Condition</b>                  | Some customers may comment that during low speed driving with light throttle input they may notice a booming noise or some vibrations through the vehicle.<br>The dealer should be able to duplicate at other speeds, maintaining same speed with the same light throttle around 1200 RPM                           |
| <b>Cause</b>                      | The cause of the condition may be the interaction of the low RPM engine and the body structure  |
| <b>Correction</b>                 | If the vehicle was built prior to Aug. 24, 2020, service calibrations are available. Reprogram the Engine Control Module (ECM) and Transmission Control Module (TCM).<br>If the complaint is a booming condition a simple liftgate adjustment may be needed. See <b>20-NA-122</b> to check the liftgate adjustment. |

### 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.

**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.



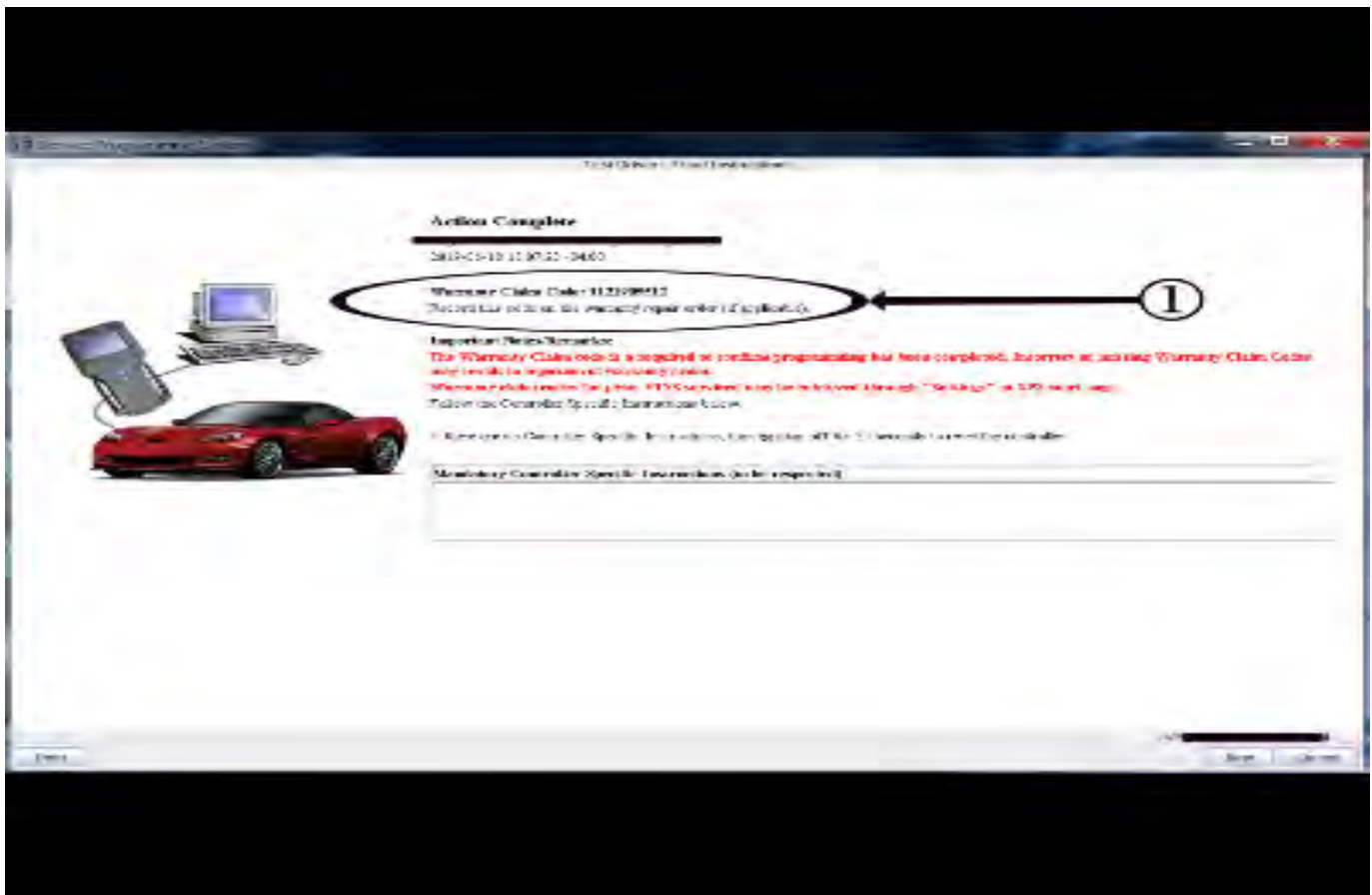
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**Important:** TIS2WEB screen shown. Techline Connect screen is similar and will be included soon.

**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 section of the bulletin.

1. Reprogram the Engine and Transmission Control Modules. Refer to *K20 Engine Control Module: Programming and Setup* and *K71 Transmission Control Module: Programming and Setup* in SI.



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

### Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description  | Labor Time                         |
|-----------------|--|------------------------------------|
| *2810075        | Engine Control Module Reprogramming with SPS       | Use Published Labor Operation Time |
| *2810175        | Transmission Control Module Reprogramming with SPS |                                    |

**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.

|                 |                             |
|-----------------|-----------------------------|
| <b>Version</b>  | 1                           |
| <b>Modified</b> | Released September 08, 2020 |

