



Service Bulletin

Bulletin No.: 20-NA-204

Date: October, 2020

TECHNICAL

Subject: Cylinder Deactivation Performance, Malfunction Indicator Lamp (MIL) Illuminated - DTC(s) P3498, P3499, P349A, P349B, P349C, P349D, P349E, and/or P349F May Be Active or Stored in History

This bulletin replaces PIP5731. Please discard PIP5731.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2021	2021	All	All	6.2 L87	All
Chevrolet	Suburban					5.3 L84 6.2 L87	
Chevrolet	Tahoe					5.3 L84 6.2 L87	
GMC	Yukon					5.3 L84 6.2 L87	

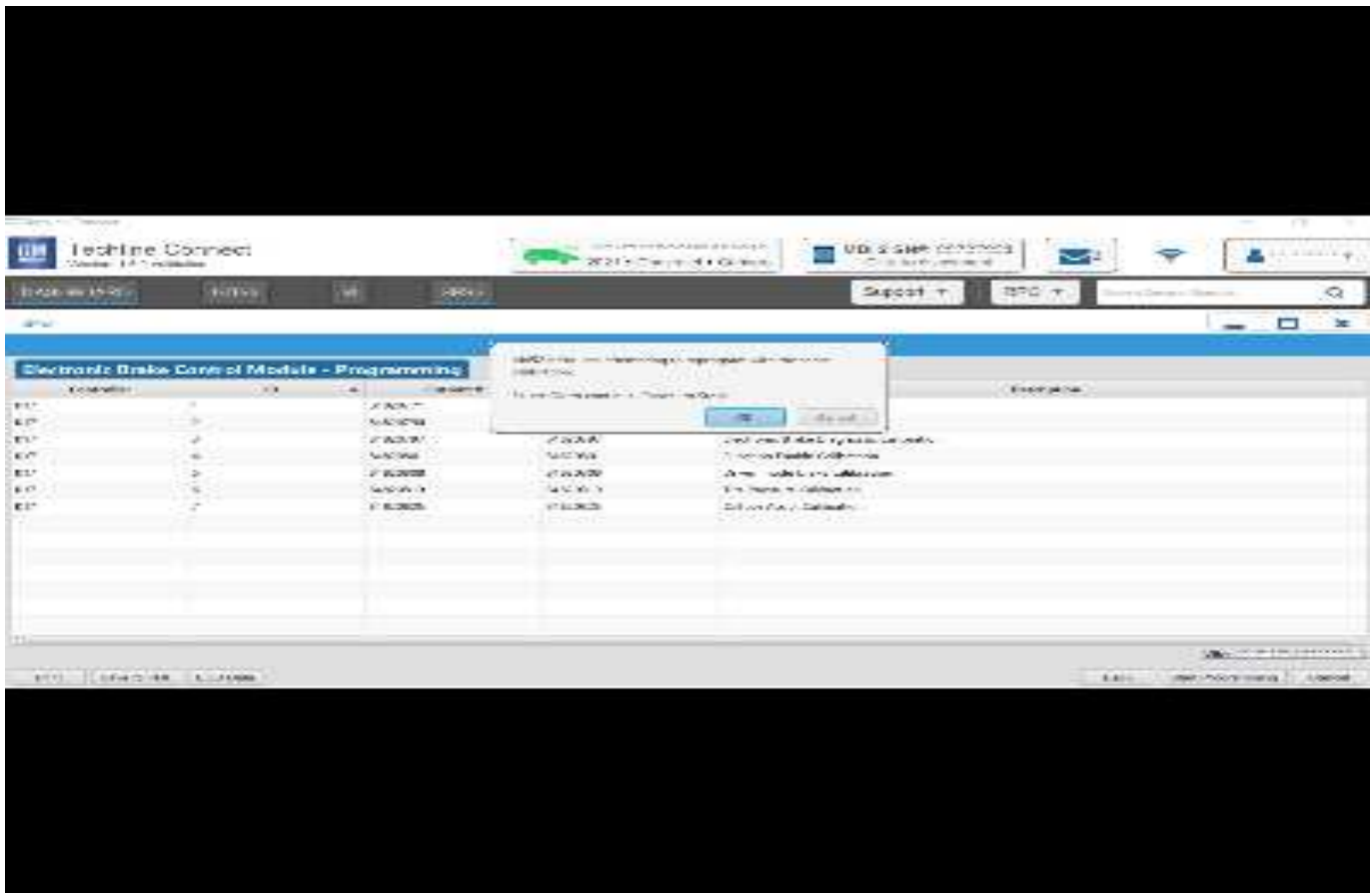
Involved Region or Country	North America, Russia, Middle East, Japan, Cadillac Korea (South Korea)
Condition	<p>Some customers may comment that the MIL is illuminated or was illuminated and turned off.</p> <p>Note: If any of these DTCs are requesting the MIL, please follow appropriate service information for diagnosis & repair.</p> <p>Some technicians may find one or more of the following Cylinder Deactivation Performance DTCs set in the Engine Control Module active or stored in history:</p> <ul style="list-style-type: none"> • P3498: Cylinder 1 Deactivation Performance • P3499: Cylinder 2 Deactivation Performance • P349A: Cylinder 3 Deactivation Performance • P349B: Cylinder 4 Deactivation Performance • P349C: Cylinder 5 Deactivation Performance • P349D: Cylinder 6 Deactivation Performance • P349E: Cylinder 7 Deactivation Performance • P349F: Cylinder 8 Deactivation Performance
Cause	This condition may be caused by the ECM hardware disabling the cylinder deactivation outputs for an ignition cycle due to low voltage transient during crank and inadvertently causing one of the DTCs to set during an ignition cycle.
Correction	If a vehicle comes in with one of these DTC(s) and there are no noticeable concerns with the cylinder deactivation system, it will be necessary to reprogram the ECM with the latest calibration software update. After reprogramming the ECM, it will be necessary to road test the vehicle to ensure the DTC(s) do not return. If you have a DTC that returns it will be necessary to follow SI diagnostics for the applicable DTC and repair accordingly.

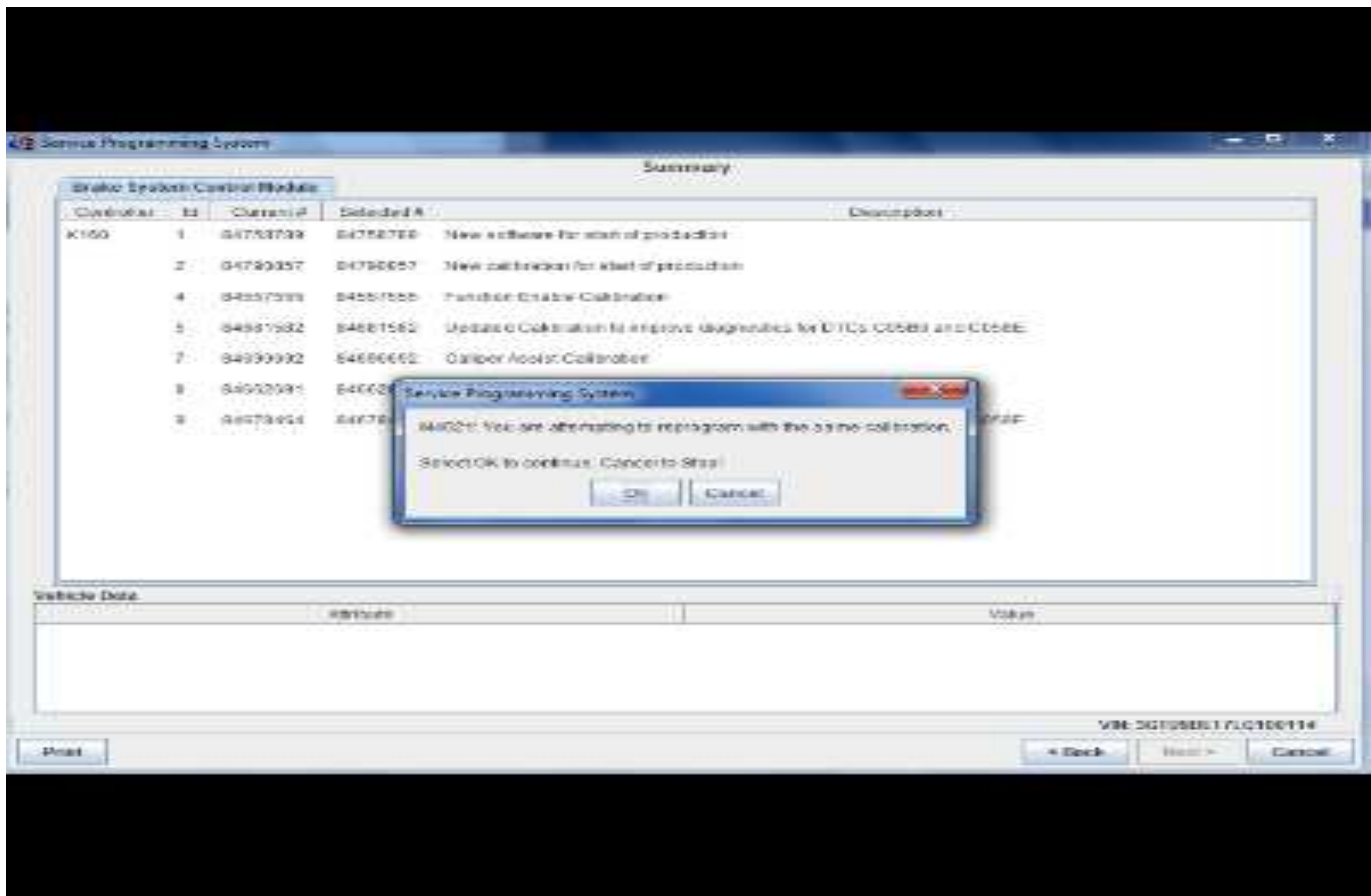
Service Procedure

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 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.
- Ensure the ignition is turned OFF, load on the vehicle's battery such as; interior lights, exterior lights (including daytime running lights), HVAC, etc. may affect the download process.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.





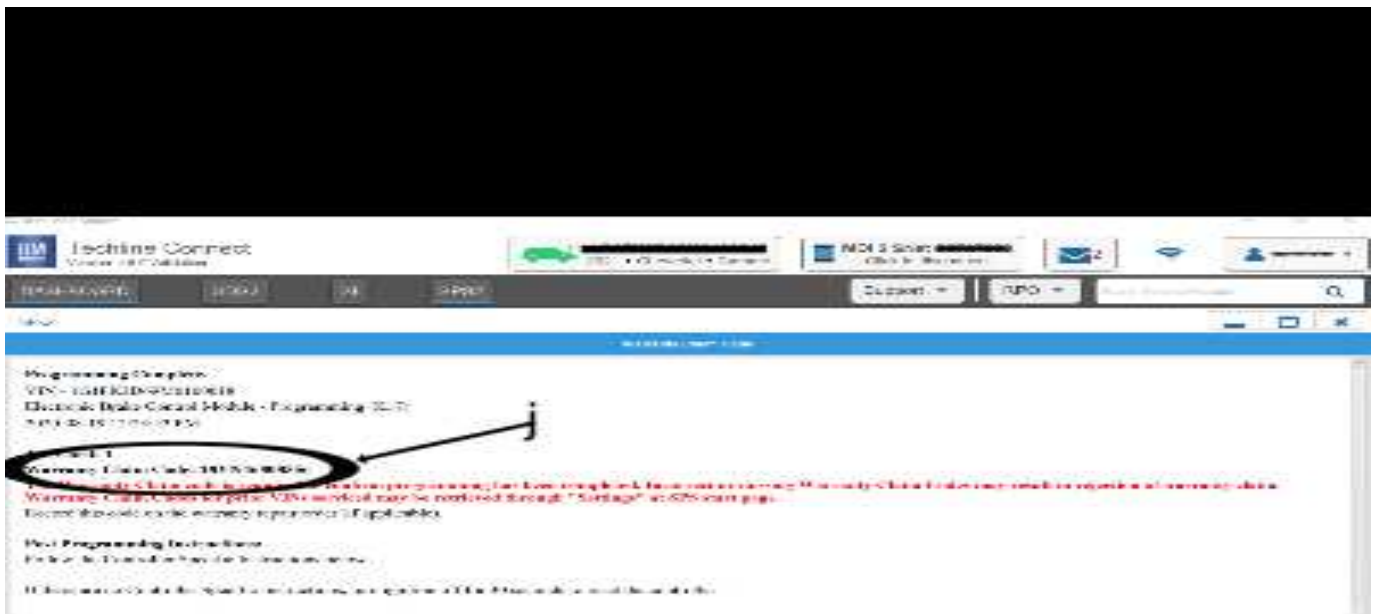
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Important: Techline Connect and TIS2WEB screens shown above.

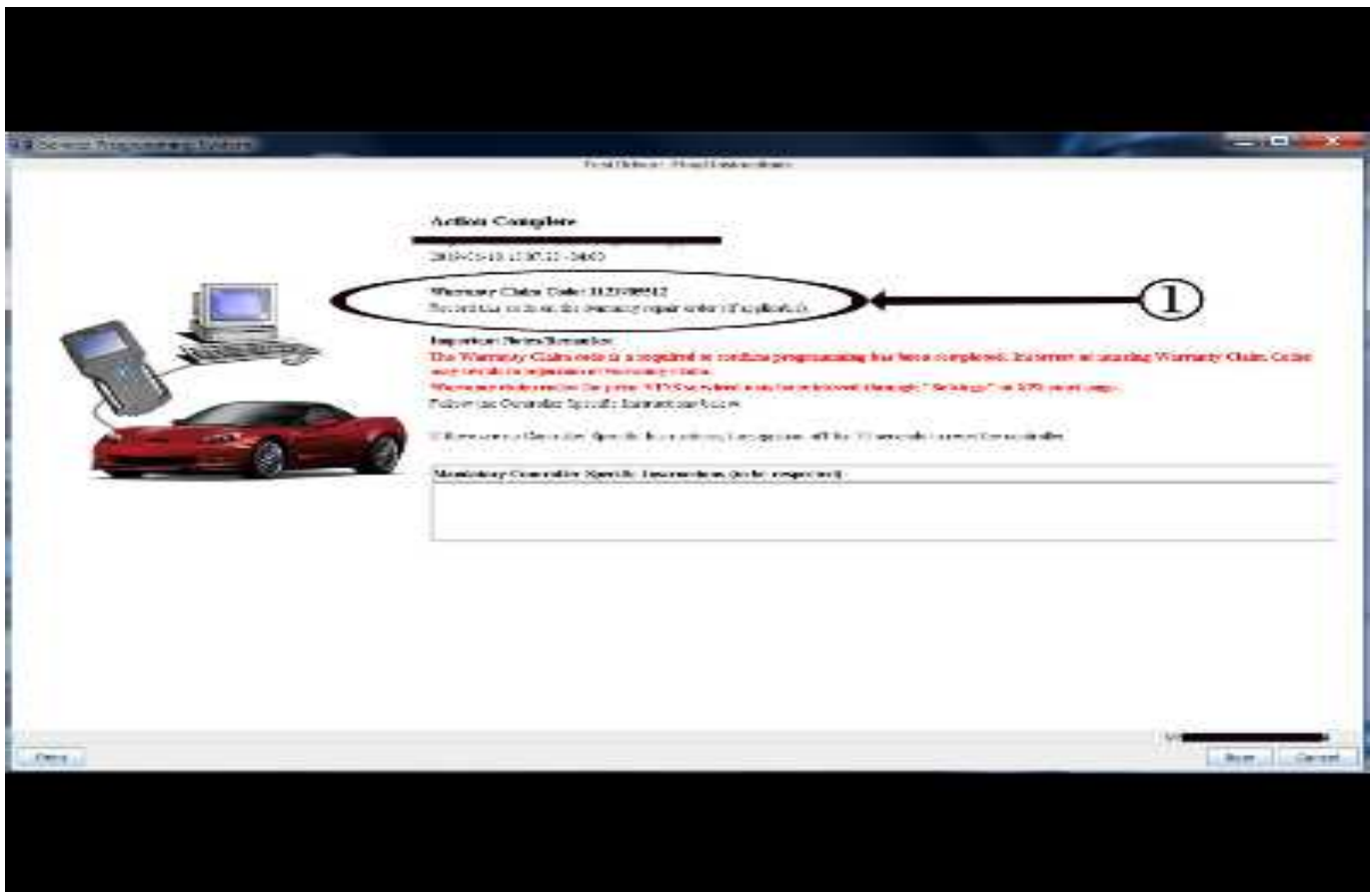
Important: If the Same Calibration/Software Warning is noted on the TLC or SPS Summary screen, select OK and follow on-screen instructions. The system will generate a warranty claim code (WCC) for documentation purposes only. Perform service information (SI) diagnostics to determine the cause of the condition. Use the applicable labor operation code when submitting a warranty claim. DO NOT use the WCC with the warranty claim submission.

Important: When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

1. Reprogram the ECM module. Refer to *K20 Engine Control Module: Programming and Setup* in SI. Modify as required.



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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 shown above on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen

- 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**	2810075 Engine Control Module Reprogramming with SPS	Use the Published Labor Operations Time
<p>Important: **To avoid warranty transaction rejections, carefully read and follow the instructions below:</p> <ul style="list-style-type: none"> 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/SPS2. 		

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:

- Open TLC/TIS on the computer used to program the vehicle.
- Select and start SPS/SPS2.
- Select Settings.
- 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	1
Modified	Released October 07, 2020

