



Service Bulletin

Bulletin No.: 21-NA-056

Date: March, 2021

TECHNICAL

Subject: Information on Vehicles Engine Shuts Off After 30 or 60 Minutes of Idling

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500	2019	2021			All	All
Chevrolet	Silverado 2500/3500	2020					
GMC	Sierra 1500	2019					
GMC	Sierra 2500/3500	2020					

Involved Region or Country	North America, Middle East, Israel, Palestine, Ecuador, Paraguay and Thailand.
Additional Options (RPOs)	Equipped with SWITCH-START, KEYLESS (RPO BTM)
Condition	Some customers may comment on if the vehicle is left parked and running with the RKE transmitter outside the vehicle, it will continue to run for up to half an hour. If the vehicle is left parked and running with the RKE transmitter inside the vehicle, it will continue to run for up to an hour
Cause	The cause of the condition may be some GM vehicles were designed with an idle time-out.
Correction	<p>In certain situations, the customer will request that this feature be turned off because they need to extend their idle time.</p> <p>A calibration for the Body Control Module is available to eliminate the idle time out feature. Contact the Techline Customer Support Center at United States 1-888-337-1010, Canada (English) at 1-800-828-6860, or Canada (French) at 1-800-503-3222. The Techline Customer Support Center will provide programming instructions and changes to the vehicles calibration settings. You must provide the vehicle identification number (VIN) of the vehicle to be programmed. There is a fee associated with the requested vehicle calibration changes.</p> <p>Refer to the proper <i>Body Control Module: Programming and Setup</i> procedure within SI.</p> <p>Important: If this calibration is installed, the dealer will need to print the Owner's Agreement Statement attached in this bulletin and put it with the Owner's Manual.</p> <p>Important: This is a customer pay repair.</p> <p>Important: The vehicle owner is responsible to be aware of any local ordinances that restrict prolonged idling.</p>

Owner's Agreement Statement

When the vehicle was produced, it came with the auto-shutdown feature enabled. If you are not the primary owner of your vehicle, please note that this feature may have been disabled by a previous owner. The vehicle owner is responsible for being aware of and complying with any local ordinances that may

restrict prolonged idling. The vehicle owner can have this feature re-enabled at owner cost at any GM service center

Parts Information

No parts are required for this repair.

Version	1
Modified	Released March 17, 2021

