



# Service Bulletin

Bulletin No.: 21-NA-115

Date: July, 2021

## INFORMATION

**Subject:** Information on Available ECM Calibration to Activate High Idle Mode for Fleet Vehicles

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Express	2021	2021			6.6L RPO (L8T) & 4.3L (LV1)	
GMC	Savanna	2021	2021			6.6L RPO (L8T) & 4.3L (LV1)	

<b>Involved Region or Country</b>	United States and Canada
<b>Additional Options (RPOs)</b>	
<b>Condition</b>	Some customers may comment on when trying to run a carpet cleaning machine or similar aftermarket equipment that the engine RPM drops below the commanded value, which makes running the needed equipment difficult.
<b>Cause</b>	The cause of the condition may be the ECM not having enough airflow compensation to maintain the engine RPM level when certain types of high demand add-on equipment is in use.
<b>Correction</b>	<p><b>Note:</b> Because adding High Idle, or similar features to a vehicle, is an RPO being added to the vehicle via a software reconfiguration, there is a fee associated with the calibration(s) needed to enable the High Idle feature.</p> <p>To correct this condition, you will need to update the ECM software to activate this function. Please contact the Techline Customer Support Center (TCSC) (1-800-828-6860 English or 1-800-503-3222 French) to open a case and obtain a Vehicle Configuration Index (VCI) number. Advise the TCSC consultant that you need the calibration to activate the high idle feature for a fleet customer.</p>

### 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.

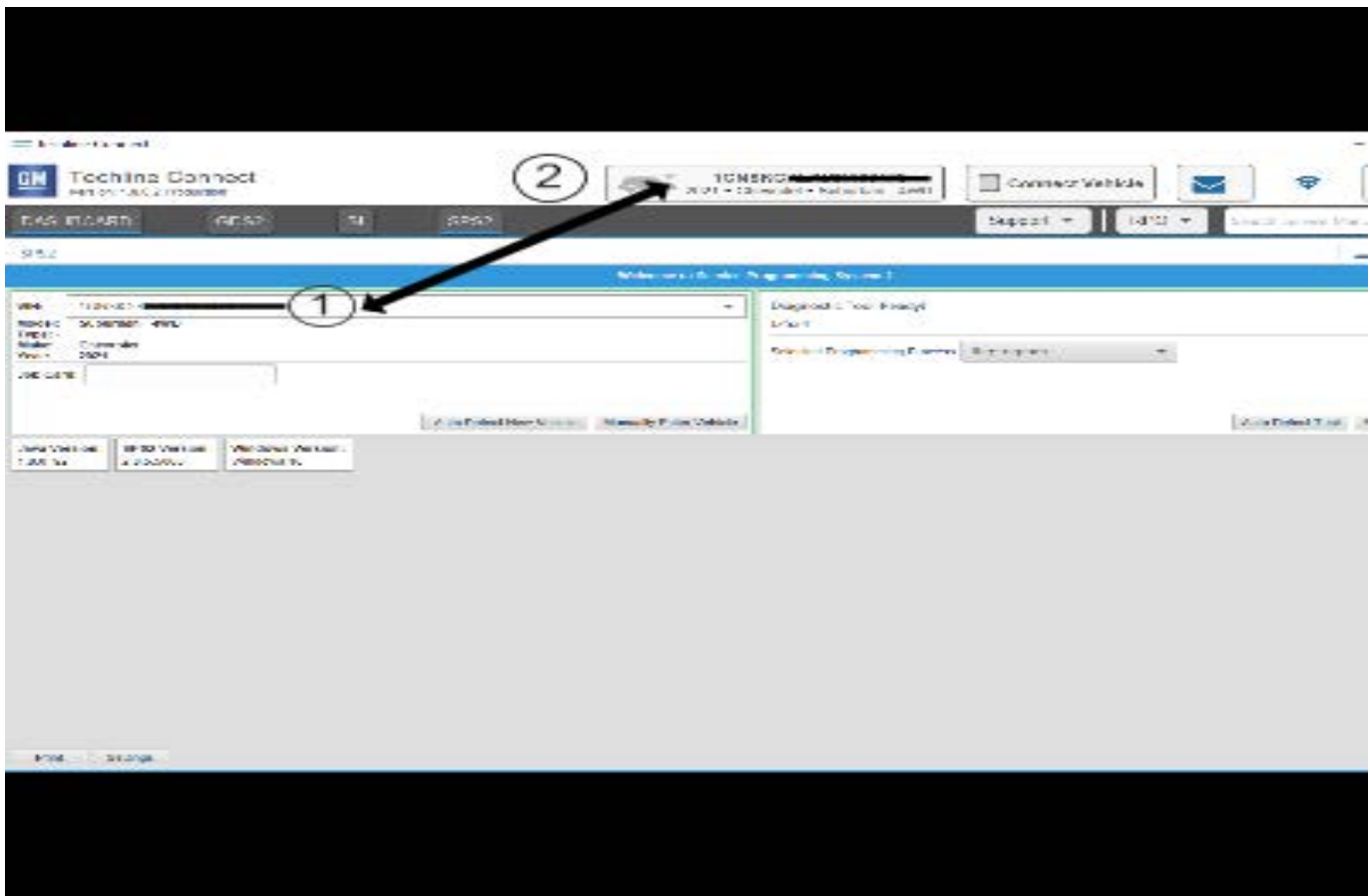
**Note:** Carefully read and follow the instructions below.

- 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

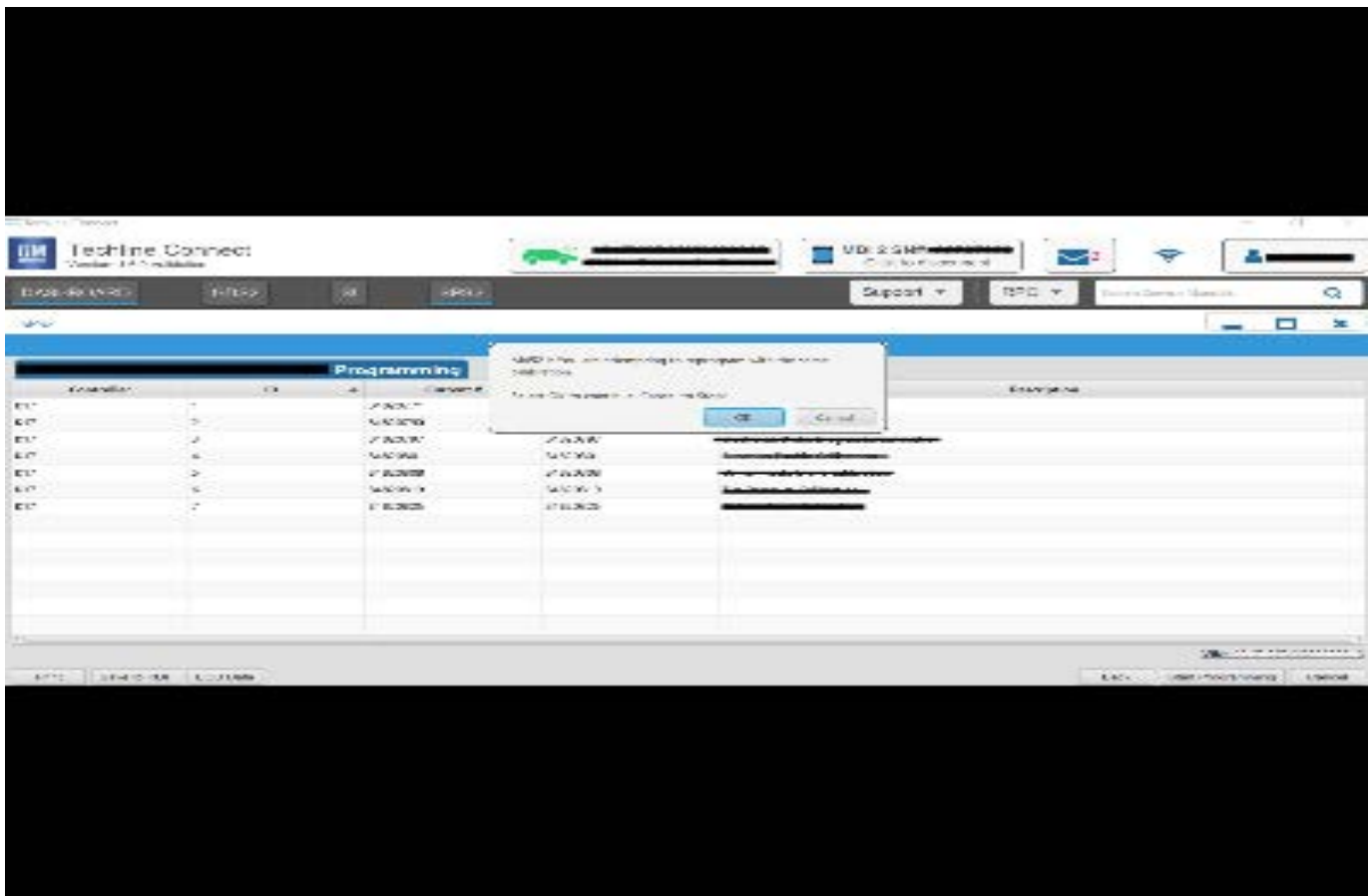
Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

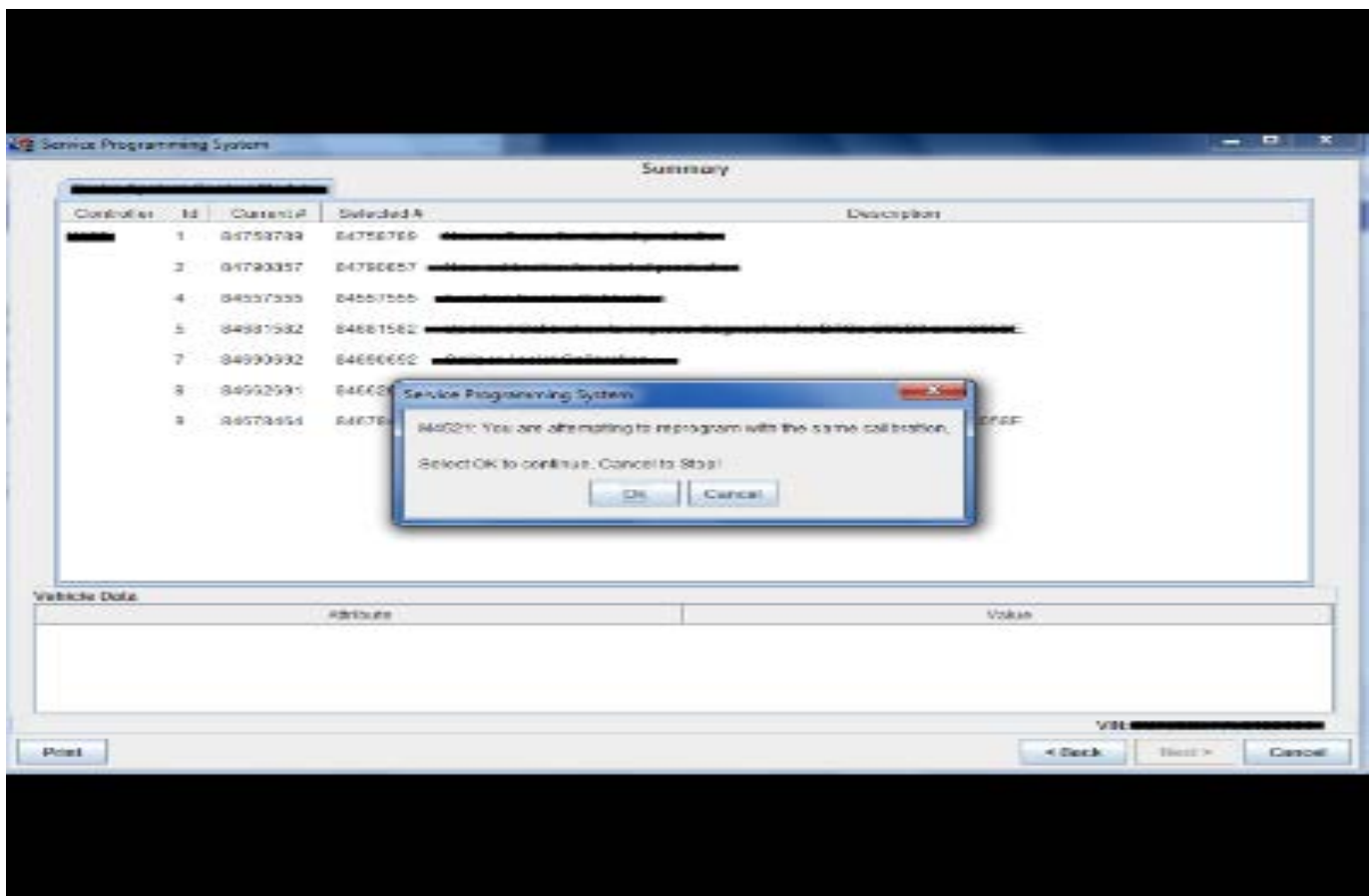
**Caution:** Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



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**Important:** Techline Connect and TIS2WEB screens shown above.

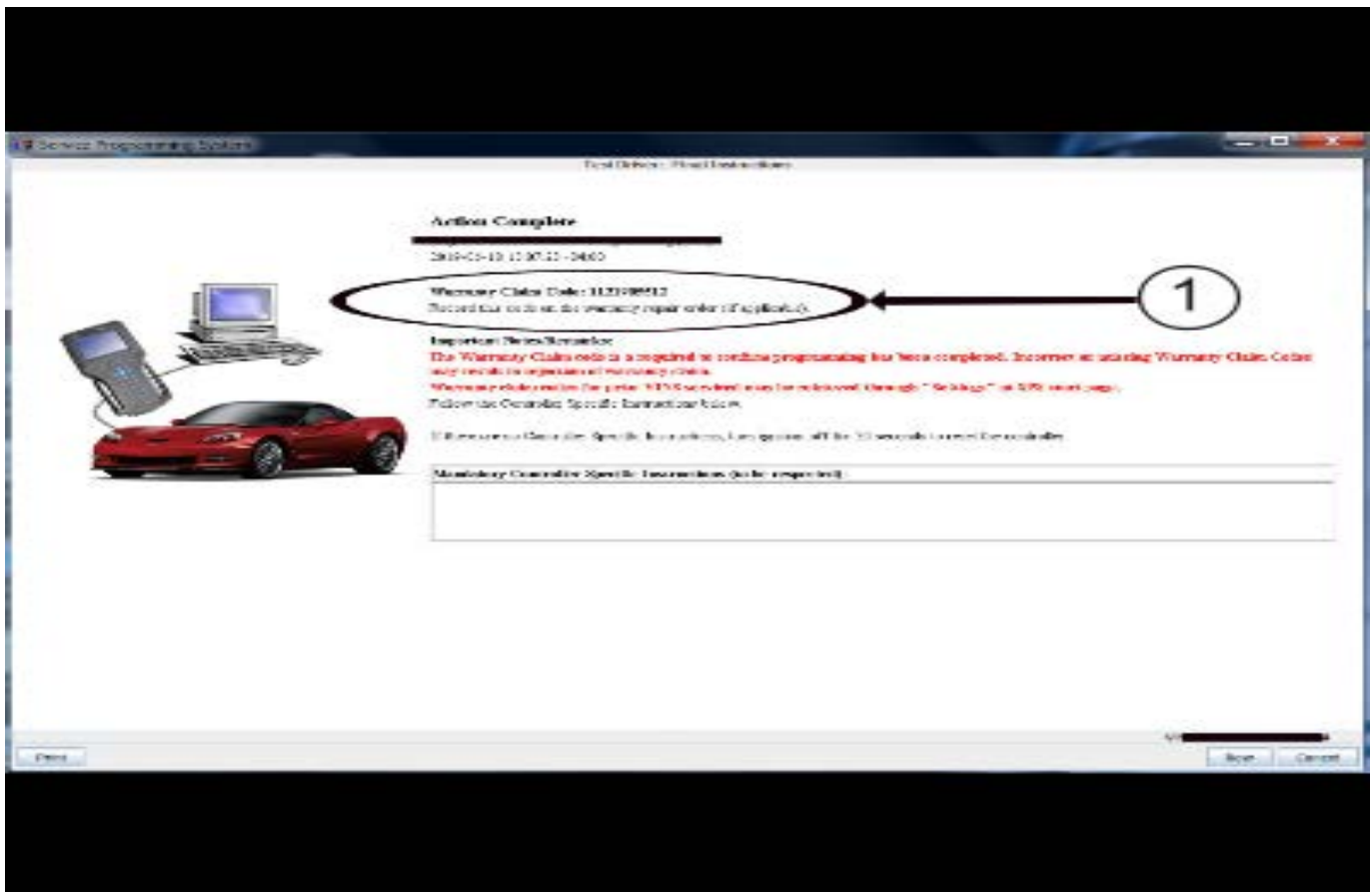
**Important:** If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required.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

**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 Engine Control Module. Refer to *K20 Engine Control Module: Programming and Setup* in SI.



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**Note:** The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

**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

**Important:** Warranty coverage code E2 applies for this module programming event. ECM 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
*2887328	Engine Control Module Reprogramming with SPS to Activate High Idle Mode	0.3 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 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 June 28, 2021

