



Service Bulletin

Bulletin No.: 21-NA-277

Date: May, 2022

TECHNICAL

Subject: No Crank, No Start, Quick Start/Stall, Key Fobs Inoperative, DTCs B3924 00, B3925 00, B3926 00, B3927 00 or P0513 Set

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2019	2020	—	—	All	All
Chevrolet	Equinox	2018	2022				
	Malibu	2019					
GMC	Acadia	2019	2022				
	Terrain	2018					

<p>Involved Region or Country</p>	<p>North America</p>
<p>Condition #1</p>	<p>Note: This is NOT related to an ongoing BCM diagnostic. Unrelated to a no start of vehicle security issue. This is a very specific issue and rare occurrence U code communication diagnostics must be resolved first. Follow the bulletin detail as written.</p> <p>Some customers may comment the vehicle will not crank or will start but immediately stall and/or the key fobs are inoperative.</p> <div data-bbox="680 348 1330 919" data-label="Image"> </div> <p style="text-align: right;">5926221</p> <p>This procedure ONLY applies to the Gen III® BCM! Reference (circled in red above) designation on the module. Ensure the existence of this designation before attempting this procedure!</p> <p>One or more of the following conditions may be observed: Multiple Environment IDs Present</p> <ul style="list-style-type: none"> • Three or more of the following Environment ID DTCs (B3924 00, B3925 00, B3926 00, B3927 00) are present, and current in the BCM. The specific codes and the number of codes present depends on the vehicle and vehicle content. • Three or more of the following Environment ID DTCs (B3978 00, B3979 00, B3980 00, B3981 00) are current in the BCM. • The BCM may have set DTC B389A 00, and it is current. *If there is no DTC B389A 00, disconnect/reconnect battery for a minimum of 30 seconds and check again for DTC B389A. <p>If the above criteria is not met, this bulletin does not apply. Continue with normal SI diagnosis.</p> <p>Important: Do not attempt the immobilizer procedure or module replacements.</p>
<p>Condition #2</p>	<p>P0513 Present</p> <p>Conditions Observed:</p> <ul style="list-style-type: none"> • The ECM has a current P0513 DTC. • Fob Active and Passive entry working however no passive start via FOB in the backup pocket. <p>Important: Do not attempt the immobilizer procedure or additional module replacements.</p>
<p>Cause</p>	<p>The condition may have presented immediately following a low voltage condition, jump start, battery charging, battery replacement or battery disconnect and reconnect.</p>
<p>Correction</p>	<p>Resolve any current U-code DTCs by following standard troubleshooting procedures.</p> <p>Important: DO NOT perform an immobilizer learn or replacement of the BCM, or other modules.</p> <p>To resolve any of these conditions, a special VCI may be needed.</p> <p>U.S. DEALERS</p> <ol style="list-style-type: none"> 1. Set up a TAC case in the Dealer Case Management System. 2. Attach a copy of the GDS2 DTC and ID Information report, showing all current and history DTCs.

CANADA DEALERS

1. Obtain the GDS2 DTC and ID Information report and send to tacsnapshot@gm.com. (Please be sure to identify the report by placing the TSB # 21-NA-277 and the last eight digits of the VIN in the subject line of your e-mail.).
2. Contact TAC, and reference the e-mail above.

TAC / TCSC Process

TAC: Validate case meets bulletin criteria.

1. Confirm environment DTCs are present.
2. Confirm battery discharge event/no start.
3. TAC advises technician TCSC will take over the case to provide two part VCI and support the technician through the VCI and programming process as needed.
4. TAC agent enters dealer information:
 - 4.1. **U.S.:** TAC agent enters dealer information into Teams Chat to transfer case to TCSC:
 - Technician Name/phone/email
 - TAC Case #
 - VIN #
 - Dealership BAC
 - 4.2. **CANADA:** TAC agent records validation of bulletin criteria in the TAC Service Request (SR) and advises dealer to contact TCSC referencing TSB # 21-NA-277, their TAC SR number and request the two-part VCI.

Note: It may take up to 24 hours for the VCI to be completed, depending on when the request was received.

TCSC: VCI Support

5. TCSC SPS Specialist creates DMS case using information provided in Teams Chat.
6. Creates two part VCI's using the archive tool.
7. Contacts technician via outbound call with two part VCI and assists with programming as needed (Procedure to be outlined in the bulletin).
8. DMS case closed.

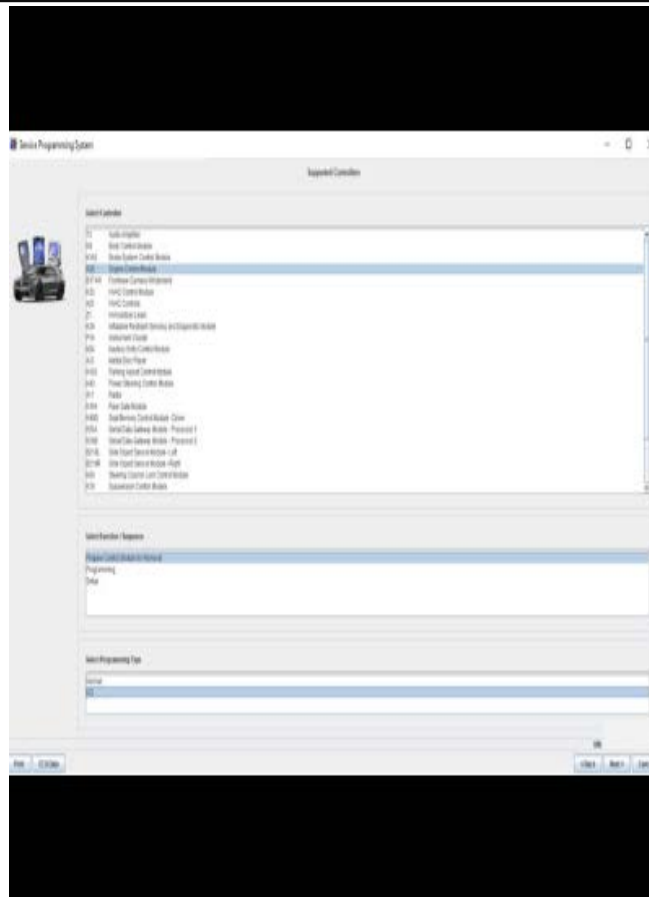
TAC: Follow up

9. TAC has a follow-up flag set in the Seibel case to ensure follow up with technician to confirm BCM issue is resolved and continue assisting with the repair as needed.
10. Seibel case closed.

Note: TAC and TCSC should share and cross reference cases in both call tracking systems.

Instructions for installing re-green VCI (included in bulletin)

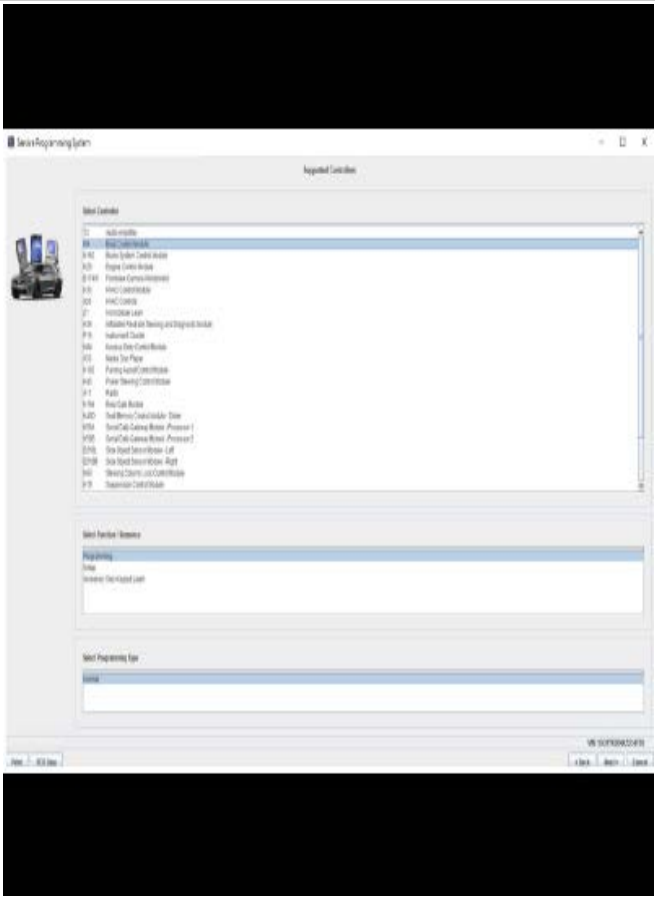
Note: Instruct technician to run part 1 and part 2 VCI.



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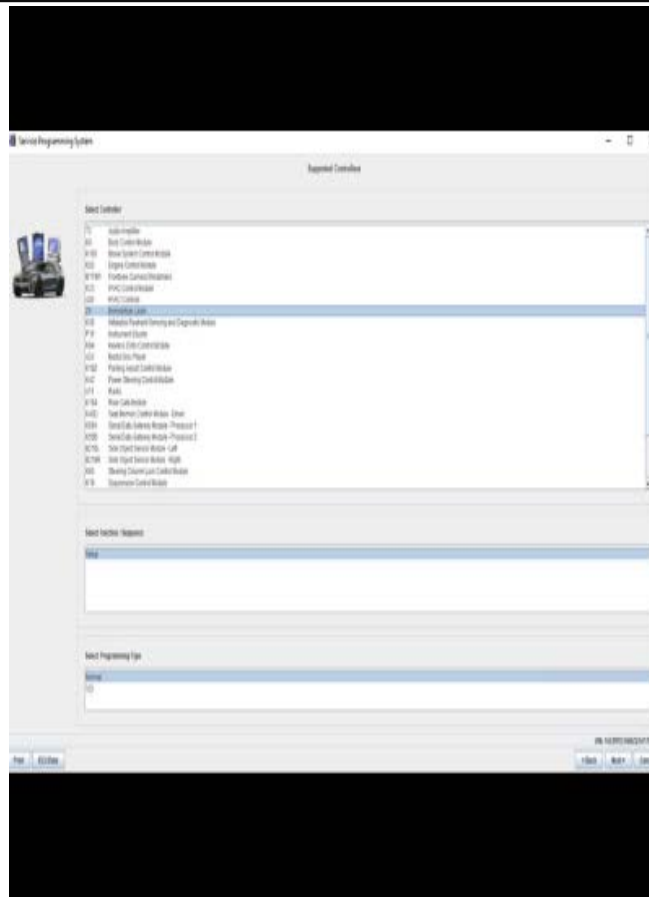
1. From SPS Supported Controllers, select ECM/programming/VCI.
2. Enter part 1 VCI and continue with programming procedure.
3. From supported controllers/ECM/programming/VCI = enter part 2 VCI and continue with programming procedure.

Note: After completing the 2 VCI programming:



4. From Supported Controllers, select K9 BCM programming.

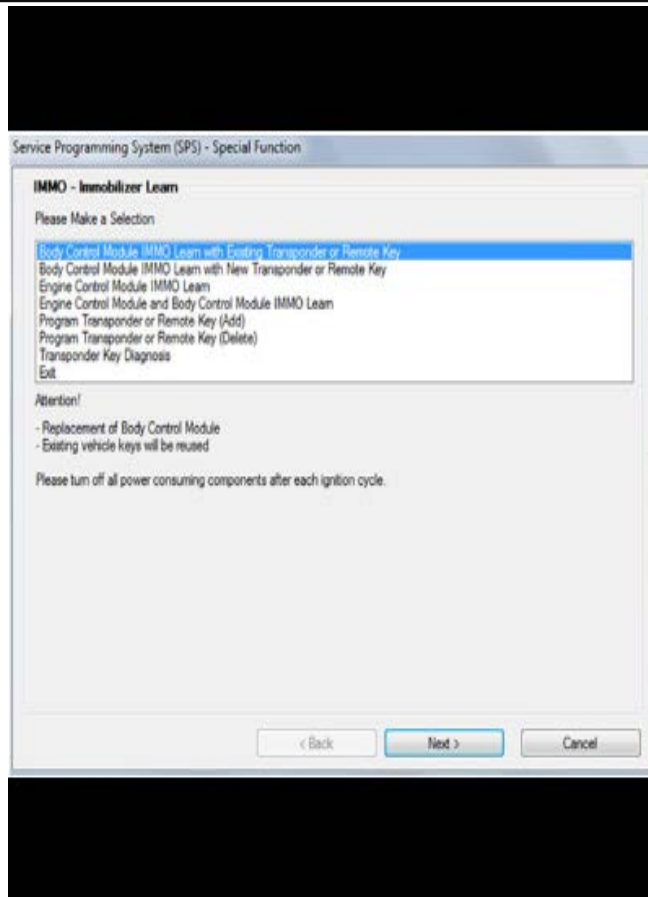
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Important: Follow BCM programming instructions in Service Information. After completing BCM programming, perform the Immobilizer procedure.


5. From supported controllers, perform Immobilizer procedure "Replacement BCM with existing transmitter fobs."



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Note: *If dealer already performed the immobilizer procedure prior to reviewing this bulletin, perform immobilizer procedure. "Replacement BCM with new transmitters."

6. From supported controllers, perform BCM Setup.



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The BCM has now been restored.
 Confirm vehicle cranks and starts.
 Check for DTCs. There should be no current environment ID DTCs.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2888308*	Diagnose Condition, Contact TCSC, Reprogramming BCM Through VCI Option in SPS	1.5 hrs
*This is a unique Labor Operation for bulletin use only.		

Version	4
Modified	Released December 07, 2021 January 03, 2022 – Updated the Subject and Condition #1. February 16, 2022 – Corrected the B3924 00 DTC in the Subject and Condition #1 and added Envision, Equinox, and Terrain Models. Revised May 11, 2022 – Updated Subject and Condition.

