

Service Bulletin

TECHNICAL

Subject: No Crank, No Start, B2924 00, B3925 00, B3926 00, B3927 00 or P0513 Set

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
Branu.	woder.	from	to	from	to	Engine.	Transmission.
Chevrolet	Malibu	2019	2022	—	—	All	All

Involved Region or Country	United States, Canada
	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.
	Some customers may comment the vehicle will not crank or will start and immediately stall.
	GM 13524922 B04 40002YPU0 (864) 180321 8360 1000000000 x 812857993 111808040002YPU0 ASSEMBLED IN MEXICO → ⊕ BOSCH F 00H J02 035 FABRIQUE AU MEXIQUE
Condition #1	NATURAL BLUE GREEN BLACK BROWN PINK GRAY Naturel bleu vert noir brun Rose Gris
	5926221 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!
	One or more of the following conditions may be observed: Multiple Environment IDs Present
	• Three or more of the following Environment ID DTCs (B2924 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.
	If the above criteria is not met, this bulletin does not apply. Continue with normal SI diagnosis.
	Important: Do not attempt the immobilizer procedure or module replacements.

	P0513 Present
	Conditions Observed:
	The ECM has a current P0513 DTC.
Condition #2	Fob Active and Passive entry working however no passive start via FOB in the backup pocket.
	Important: Do not attempt the immobilizer procedure or additional module replacements.
Cause	The condition may have presented immediately following a low voltage condition, jump start, battery charging, battery replacement or battery disconnect and reconnect.
	Resolve any current U-code DTCs by following standard troubleshooting procedures.
	Important: DO NOT perform an immobilizer learn or replacement of the BCM, or other modules.
	To resolve any of these conditions, a special VCI may be needed.
	U.S. DEALERS
	1. Set up a TAC case in the Dealer Case Management System.
	 Attach a copy of the GDS2 DTC and ID Information report, showing all current and history DTCs.
	CANADA DEALERS
	 Obtain the GDS2 DTC and ID Information report and send to <u>tacsnapshot@gm.com</u>. (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.). 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.
Correction	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 #
	 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. 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.
	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
	 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.	
 From supported controllers/ECM/programming/VCI = enter part 2 VCI and co with programming procedure. 	ntinue
Note: After completing the 2 VCI programming:	

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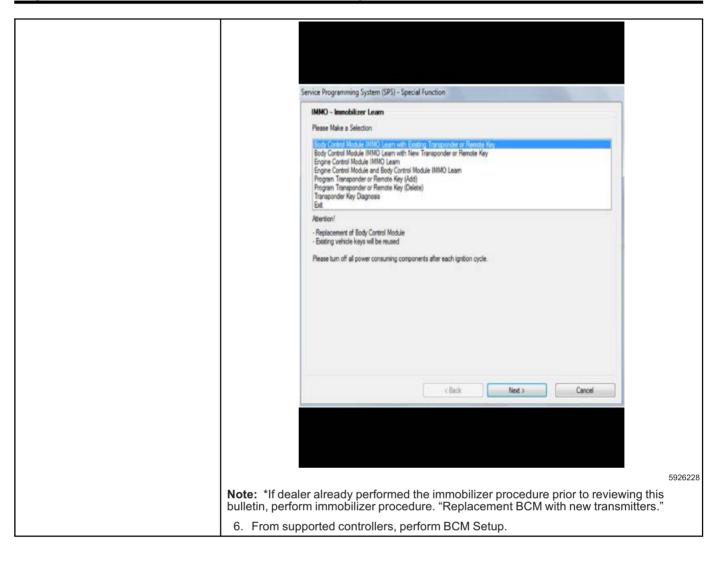
4. From Supported Controllers, select K9 BCM programming.

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Important: Follow BCM programming ins completing BCM programming, perform the 5. From supported controllers, perform	structions in Service Information. After ne Immobilizer procedure. Immobilizer procedure "Replacement BCM
with existing transmitter fobs."	



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 The BCM has now I		
Confirm vehicle cra		
Check for DTCs. If	nere 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	2
Modified	Released December 07, 2021
	January 03, 2022 – Updated the Subject and Condition #1.

GM bulletins are intended for use by professional technicians, NOT a "<u>do-it-yourselfer</u>". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, <u>DO NOT</u> assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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