# INFORMATION

**Subject:** Elevated Idle Feature Not Available

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|--------|--------|-------------|------|------|------|---------|---------------|
| | | from | to | from | to | | |
| Cadillac | Escalade | 2021 | 2022 | | | LM2 | |
| Chevrolet | Silverado 1500 | 2020 | 2022 | | | | |
| | Suburban Tahoe | 2021 | 2022 | | | | |
| GMC | Sierra 1500 | 2020 | 2022 | | | | |
| | Yukon Yukon XL | 2021 | 2022 | | | | |

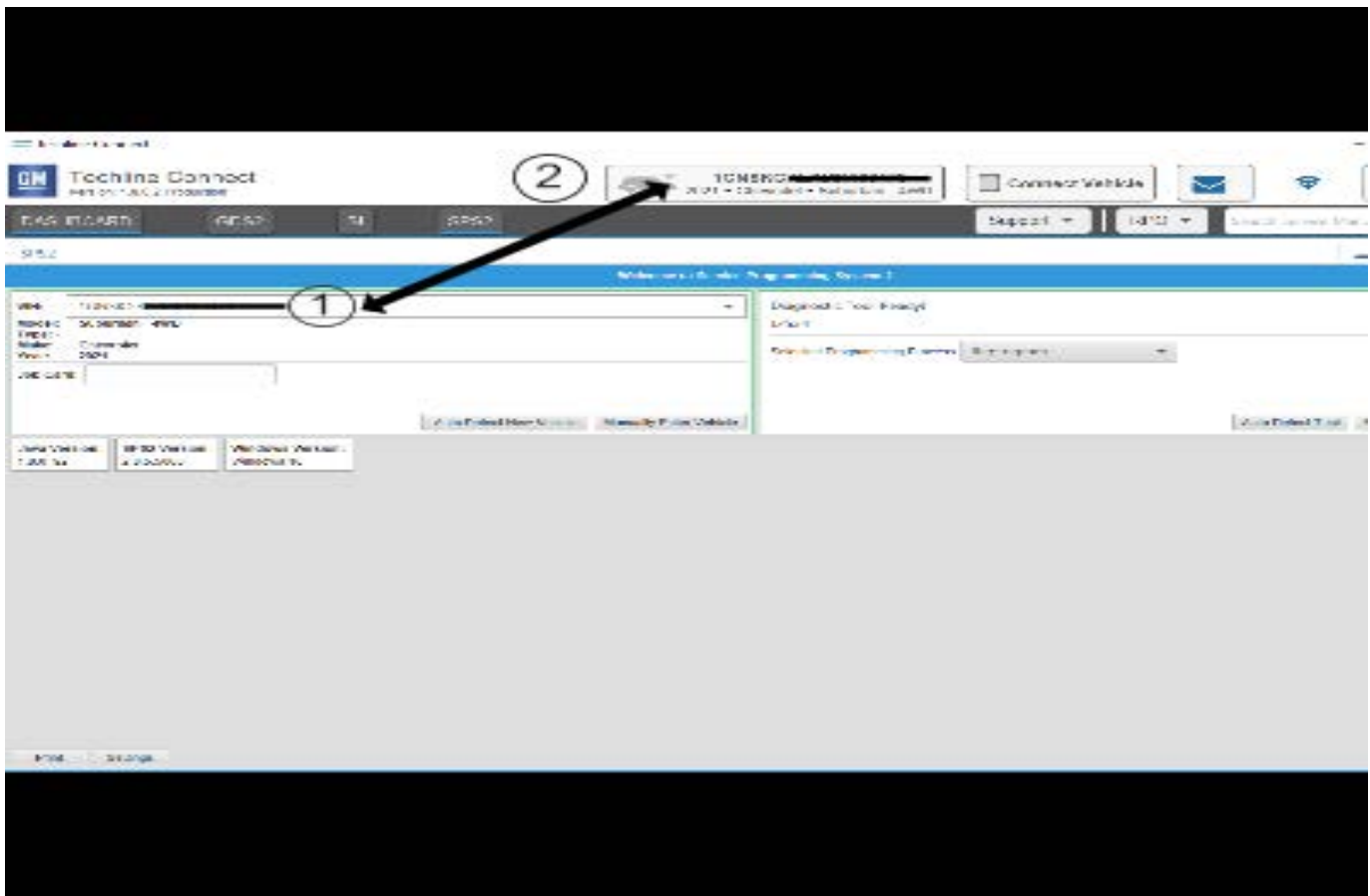| Involved Region or Country | North America, Chile and Uruguay |
|---|---|
| Additional Options (RPOs) | |
| Condition | Some customers may comment their Elevated Idle Feature is not working. "Rapid Heat – Elevated Idle" feature appears as an infotainment display personalization menu selection under "Climate and Air Quality" that can be turned on and off.  5909025 |
| Cause | The cause of the condition may be that this feature is not functional on the vehicle and the display references to the feature need to be removed. |
| Correction | For 2020 Applications – No updated calibration available. Inform customer this feature is not available. <br> For 2021 Applications - Reprogram the ECM. <br> **Important:** At the end of the programming, the Elevated idle function will not be on the vehicle and the messages will be removed. |

## 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.

- 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.
- 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.

**Important:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.
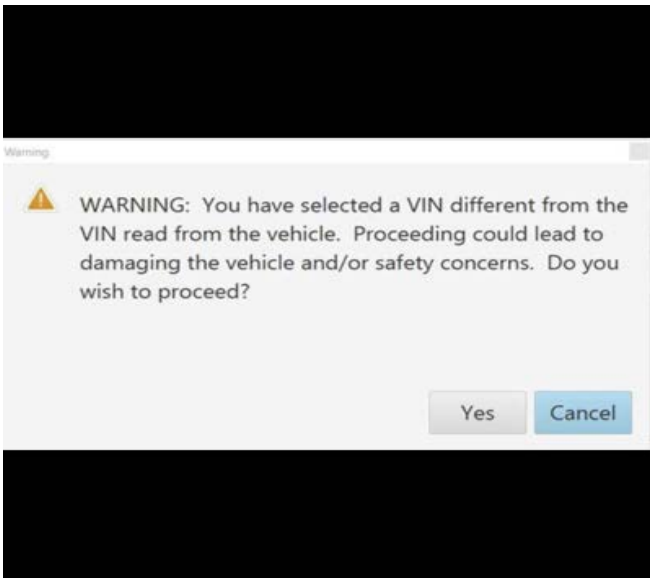
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

**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:** If the vehicle VIN DOES NOT match, the message below will be shown



WARNING: You have selected a VIN different from the VIN read from the vehicle. Proceeding could lead to damaging the vehicle and/or safety concerns. Do you wish to proceed?

Yes     Cancel

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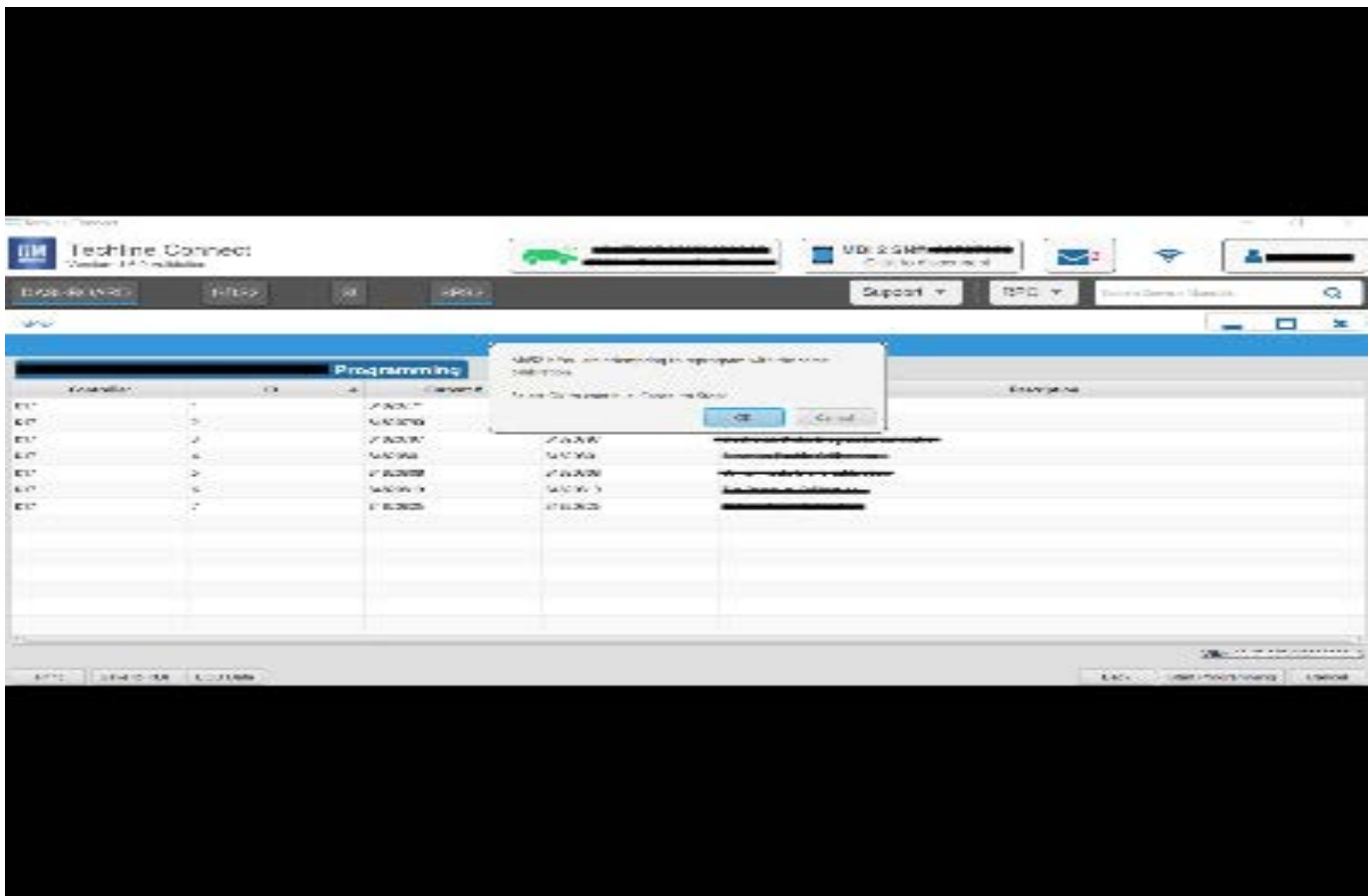
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**Important:** Techline Connect and TIS2WEB screens shown above.

**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.

1. Reprogram the Engine Control Module. Refer to *K20 Engine Control Module: Programming and Setup in the Service Manual*.

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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.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

## Warranty Information

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. Federal Select Components emission warranty. This is 8 years/80,000 miles and applies to all states.

| Labor Operation | Description | Labor Time |
|---|---|---|
| *2888248 | Engine Control Module Reprogramming with SPS for Elevated Idle Feature | 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:

1. Open TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
3. Select Settings.
4. 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** | 2 |
|---|---|
| **Modified** | Released October 11, 2021 |
| | Revised February 02, 2022 – Added additional models and 2022 Model Years, Important to Correction Section, and updated programming procedure under Service Procedure. |