

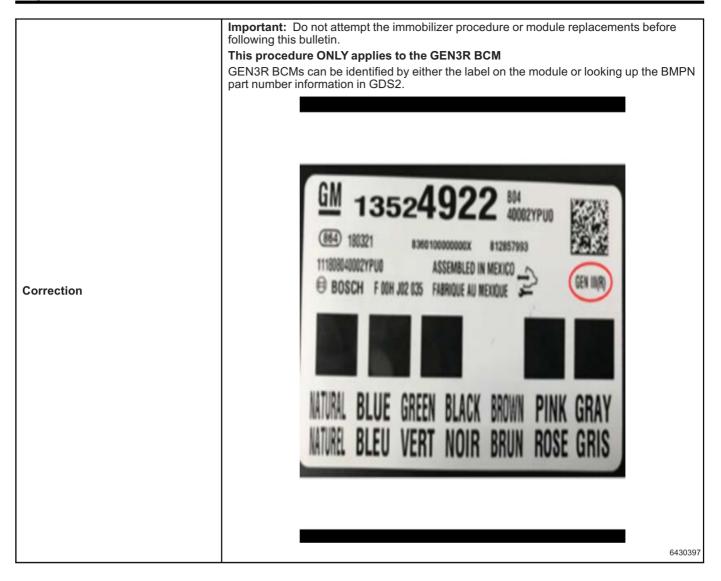
Service Bulletin

TECHNICAL

Subject: Vehicle will lock and unlock (active functions work) but will not crank or start (loss of passive functions do not work)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
Dranu.	WOUEI.	from	to	from	to	Engine.	Transmission.
Buick	Envision	2019	2020				
Chevrolet	Equinox	2018	2022				
Cheviolet	Malibu	2019		2022			
GMC	Acadia	2019	2022				
GINC	Terrain	2018					

Involved Region or Country	North America
Additional Options (RPOs)	
Condition	Some customers may comment the vehicle will lock and unlock (active functions) but the vehicle will not crank (passive functions).
Cause	This condition may have presented immediately following a low voltage condition, jump start, battery charging, battery replacement or battery disconnect and reconnect. This can present a memory corruption event in the BCM causing the learned fobs count to show 0.

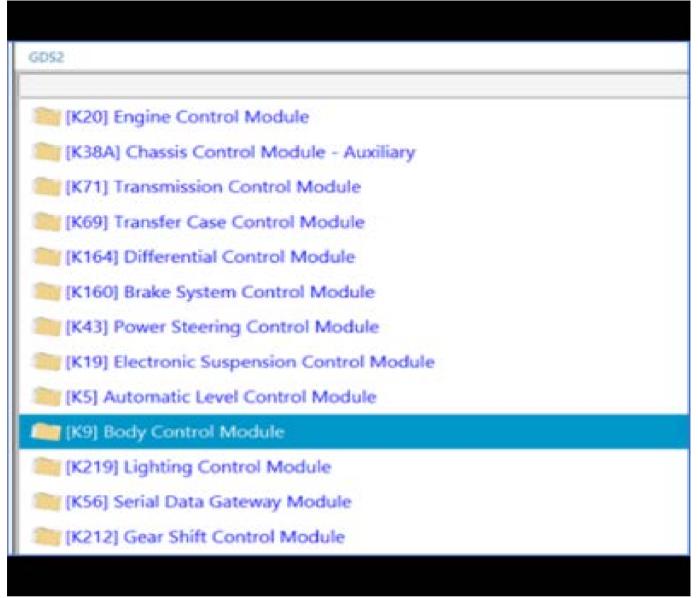


Follow the steps below to verify BMPN is a GEN3R through GDS2.

Verify you have a GEN3R BCM Base Model Part Number. Only GEN3R BCMS are eligible for this bulletin. Navigate to GDS2 > Module Diagnostics > [K9] Body Control Module > Identification Information > Identification Information.

GDS2	
Module Diagnostics	
Vehicle Diagnostics	
System Diagnostics	
Session Manager	
	643040

6430402



6430401

Page	5
------	---

GDS2	
Diagnostic Trouble Codes (DTC)	
Control Information	
S Data Display	
Control Functions	
Configuration/Reset Functions	
	643039
GDS2	
Identification Information	
Identification Information	
Internal Control Module Performance Data	

GDSJ	
	Rication Information
and the second se	gnostic Data Display
	prosec case copyry
1	Persenatur Name
Dugna	sait, Data Menther
Section.	ta Tagnotic Nitraes
Seed to be	Autor Part Rumber
Could Role	Auder Part Number Algha Code
Sees 10	
Same 14	Nodec Part Number Alpha Code
Rent 2a	Sufficient Fact Startist 7
Burt Se	Sattuare Part Number 1 Jigite Kide
and the second	antiant Suffixment Part Humblert 1

BMPNs eligible for this bulletin: 13518569, 13518570, 13518602, 13518603, 13519619, 13519620, 13519620, 13512621

13519648, 13527252, 13527260, 13527261, 13527297, 13527298, 13527827, 13529492, 13529493, 13533809, 13533813, 13533814, 13533817, 13533821.

If the BCM is not a GEN3R, this bulletin does not apply. Continue with standard troubleshooting procedures in SI.

If the BCM is GEN3R, proceed.

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

6430394

Note: You will be unable to confirm the FOB count is at 0 during this condition since you cannot power mode the vehicle. When relearning the **existing** FOBs, you will see the FOB count during the SPS Immobilizer procedure. Ensure you have 2 FOBs learned before completing the procedure.

 From SPS Supported Controllers, select K9 Body Control Module "Program Transponder or Remote Key (Add)" using **both existing** FOBs. If both existing FOBs cannot be located, make sure at least 2 keys are learned during these steps.

IMMO - Immobilizer Learn Pease Make a Selection Body Control Module IMMO Learn with Existing Transponder or Remote Key Body Control Module IMMO Learn with New Transponder or Remote Key Engine Control Module IMMO Learn Existent Program Transponder or Remote Key (Delete) Exit Attention! This procedure may be used with or without existing learned key fobs being present Additional vehicle keys can be learned Pease turn off all power consuming components after each lightion cycle.	ice Programming System (SPS) - Sp	ecial Function		
Body Control Module IMMO Learn with Existing Transponder or Remote Key Body Control Module IMMO Learn with New Transponder or Remote Key Engine Control Module IMMO Learn Engine Control Module and Body Control Module IMMO Learn Program Transponder or Remote Key (Delete) Exit Attention! This procedure may be used with or without existing learned key fobs being present. - Additional vehicle keys can be learned	MMO - Immobilizer Learn			
Body Control Module IMMO Learn with New Transponder or Remote Key Engine Control Module IMMO Learn Engine Control Module and Body Control Module IMMO Learn Program Transponder or Remote Key (Delete) Exit Attention! This procedure may be used with or without existing learned key fobs being present. - Additional vehicle keys can be learned	Rease Make a Selection			
Program Transponder or Remote Key (Delete) Exit Attention! This procedure may be used with or without existing learned key fobs being present. - Additional vehicle keys can be learned	Body Control Module IMMO Learn with Engine Control Module IMMO Learn Engine Control Module and Body Control	New Transponder or Remote al Module IMMO Learn		
Attention! This procedure may be used with or without existing learned key fobs being present. - Additional vehicle keys can be learned	Program Transponder or Remote Key (C)elete)		
This procedure may be used with or without existing learned key fobs being present. - Additional vehicle keys can be learned	All Martin and a			
	Please turn off all power consuming con	ponents after each ignition o	ycle.	

2. Confirm vehicle cranks and starts and all FOB functions work properly on every FOB and that there are no current DTCs.

6430438

Page 8

Parts Information

May require FOB replacements, use Electronic Parts Catalog to determine correct part number.

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
*2889818	GEN3R FOB Relearn	0.5 hr
*This is a unique Labor Operati	on for Bulletin use only.	

Version	1
Modified	Released September 18, 2023

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION