



# Service Bulletin

Bulletin No.: 21-NA-228

Date: November, 2023

## TECHNICAL

**Subject: Full Size Trucks Idle Time-out Disable**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019				
	Silverado 1500	2020	2021				
	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022				
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)	2022	2022				
	Silverado 1500	2023	2024				
	Silverado 2500/3500	2019	2024				
GMC	Sierra 1500 (New Model)	2019	2019				
	Sierra 1500	2020	2021				
	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022				
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)	2022	2022				
	Sierra 1500	2023	2024				
	Sierra 2500/3500	2019	2024				

<b>Involved Region or Country</b>	United State, Canada, Mexico, Middle East, Israel, Palestine
<b>Additional Options (RPOs)</b>	BTM
<b>Condition</b>	Some customers may comment that currently if the vehicle is left parked and running with the RKE transmitter outside the vehicle, it will continue to run for up to half an hour. If the vehicle is left parked and running with the RKE transmitter inside the vehicle, it will continue to run for up to an hour.
<b>Cause</b>	This condition is a normal function of vehicles equipped with passive entry passive start (PEPS). GM PEPS vehicles were designed with an idle time-out.
<b>Correction</b>	<p>In certain situations, the customer will request that this feature be turned off because they need to extend their idle time. A calibration is available to eliminate the idle time out feature. Contact the Techline Customer Support Center (TCSC) to see if disabling this feature is possible for the specific vehicle.</p> <p><b>Note:</b> This is a customer pay repair. The vehicle owner is responsible to be aware of any local ordinances that restrict prolong idling.</p> <p>Reprogram the BCM (Body Control Module) to update.</p> <p><b>Important:</b> If this calibration is installed, the dealer will need to print the Owner's Agreement Statement in the Customer Information section of this bulletin and put it with the Owner's Manual.</p>

<b>Customer Information</b>	When the vehicle was produced, it came with the auto-shutdown feature enabled. If you are not the primary owner of your vehicle, please note that this feature may have been disabled by a previous owner. The vehicle owner is responsible for being aware of and complying with any local ordinances that may restrict prolonged idling. The vehicle owner can have this feature re-enabled at owner cost at any GM service center.
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## 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.

**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](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.

**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.

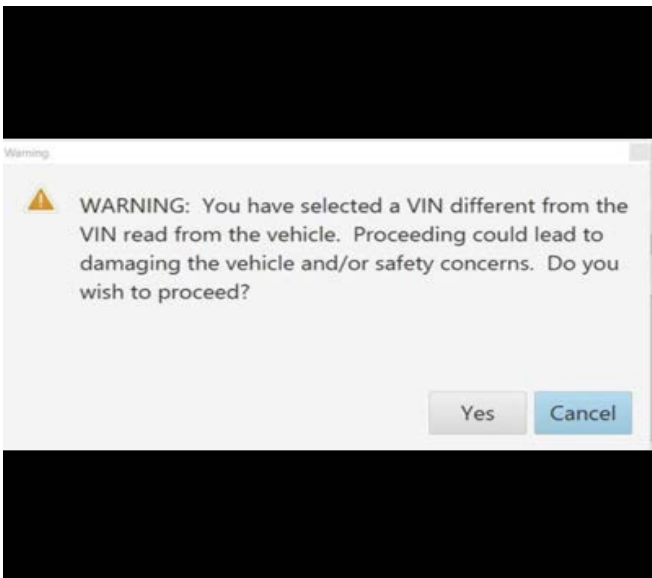
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in 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



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

**Important:** If the same calibration/software warning is noted on the TLC 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 Body Control Module. Refer to *K9 Body Control Module: Programming and Setup in the Service Manual*.



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**Note:** The screenshot above is 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 Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

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

<b>Version</b>	5
<b>Modified</b>	<p>Released October 19, 2021</p> <p>Revised February 04, 2022 – Updated Cause, updated and added note to Correction, added Customer Information, updated programming procedure in Service Procedure, and removed Warranty Information.</p> <p>Revised December 15, 2022 – Added 2023 Model Year trucks.</p> <p>Revised September 26, 2023 – Added Model Year 2022 J22 LD and 2024 Light Duty and HD.</p> <p>Revised October 27, 2023 – Added 2023 Model Year Silverado/Sierra.</p>

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". 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, **DO NOT** 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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