



Bulletin No.: PIT5851E

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Preliminary Information

PIT5851E Odometer Displays Zero or Incorrect Mileage After Programming DTCs U1973 U197E U197F U2A90 U2A91 U1978 and/or U197F

Models

Brand:	Model:	Model Years:	VIN: from to	Engine:	Transmissions:
Buick	Envision	2021 - 2023	All	All	All
Cadillac	Escalade Models	2021 - 2025	All	All	All
Cadillac	CT4	2020 - 2025	All	All	All
Cadillac	CT5	2020 - 2025	All	All	All
Chevrolet	Corvette	2020 - 2025	All	All	All
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 5 = A or D)	2022	All	All	All
Chevrolet	Silverado 1500	2023 - 2025	All	All	All
Chevrolet	Silverado 2500/3500 HD	2024 - 2025	All	All	All
Chevrolet	Suburban	2021 - 2025	All	All	All
Chevrolet	Tahoe	2021 - 2025	All	All	All
GMC	Sierra 1500 New (RPO J22, VIN Digit 5 = H or U)	2022	All	All	All
GMC	Sierra 1500	2023 - 2025	All	All	All
GMC	Sierra 2500/3500 HD	2024 - 2025	All	All	All
GMC	Yukon Models	2021 - 2025	All	All	All

Involved Region or Country	All Regions
Condition	<p>Some dealerships may comment that after a module is replaced and programmed, the odometer may display zero miles or the incorrect mileage. This condition maybe accompanied with any of the following current DTC's: U1973, U197E, U197F, U2A90, U2A91, U1978, and/or U197F.</p> <p>NOTE: In some cases, these DTC's will not be set.</p>
Cause	This condition may be caused if the VIN or mileage fails to write to the odometer.

Correction:

If you experience this condition, do NOT replace any further modules or swap any modules from a like vehicle as this can make it more difficult to repair the condition.

If unnecessary module replacement or module swapping is found, the repairs may not be covered under warranty.

To correct this condition:

- If a module was replaced, YOU MUST make sure all programming, SETUPS, learns, etc. have been completed, per SI procedures. There have been MANY cases where a module was replaced and the SETUP PROCEDURE WAS NEVER completed, which WILL cause this concern and delay the repair of the vehicle. MAKE SURE THE SETUP PROCEDURE IS COMPLETED FOR THE MODULE REPLACED.
- If DTC U197F is set on a vehicle where a module was NOT replaced and the IPC does not display the correct mileage, then perform a short test drive (1 to 2 miles) and verify the mileage now reads correct and the DTC clears. Typically, this DTC U197F can set if the battery was disconnected or there was a low battery voltage condition.
- If DTC U1978 is set, then reprogramming the IPC will typically correct this concern. Try to reprogram the IPC using TLC/SPS. If the IPC already has the most current calcs, then contact Techline Customer Support Center (TCSC) and provide this PI document. Let them know you have DTC U1978 and need to reprogram the IPC with the same calcs to correct this condition per this PI.
- If the above items do not correct the concern, then engineering will need to be involved. Please create a case with the Technical Assistance Center (TAC) and document the issue including: customer's original issue, any part(s) replaced, programming error codes, current DTC's, what the odometer displays, this PI number and any additional details. TAC will engage engineering to correct this concern.

Version History

Version	6
Modified	09/07/2021 - Created on. 10/22/2021 - Update to the correction section. 11/01/2022 - Update to the Model List 11/29/2022 - Update to the Condition section. 12/05/2023 - Updates to the Models and Correction sections. 07/8/2024 - Updates to the Models and Correction sections.