



Service Bulletin

Bulletin No.: PIE0840

Date: May, 2025

ENGINEERING INFORMATION

Subject: Engineering Information - Crank with No Start and/or Randomly Stalling, Check Engine Lamp Illuminated on Driver Information Center (DIC), DTC P0627 Set

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE, and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado	2024	2025	Vehicles Built After April 01, 2024		—	—
GMC	Canyon						

Involved Region or Country	U.S. Dealers ONLY
Condition	Some customers may comment on having one or more of the following conditions: <ul style="list-style-type: none"> • Crank with no start • Randomly stalling • Check Engine Lamp illuminated on Driver Information Center (DIC) Technician may find DTC P0627 set.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

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.

If you encounter a vehicle with the above concern, perform and contact the engineer listed below with your findings and for further instructions.

1. Look at vehicle battery condition using the proper service tools.
2. Perform the P0627 diagnostic test procedure.
4. Please make sure to closely examine ALL of the wiring, pins, and connectors for the fuel pump, and fuel pump controller (FTZM).

5. If P0627 condition does not occur, perform (10) rapid Engine Start and Stops.
6. Crank and allow the engine to operate for 5-10 seconds, shut down for 5-10 seconds, and repeat.
7. Contact the engineer with findings and for further instructions.

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If an engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
4082348*	Engineering Information - Crank with No Start, Check Engine Lamp Illuminated on (DIC), DTC P0627 Set	0.5 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released May 16, 2025

