



Service Bulletin

Bulletin No.: PIT6463

Date: December, 2025

PRELIMINARY INFORMATION

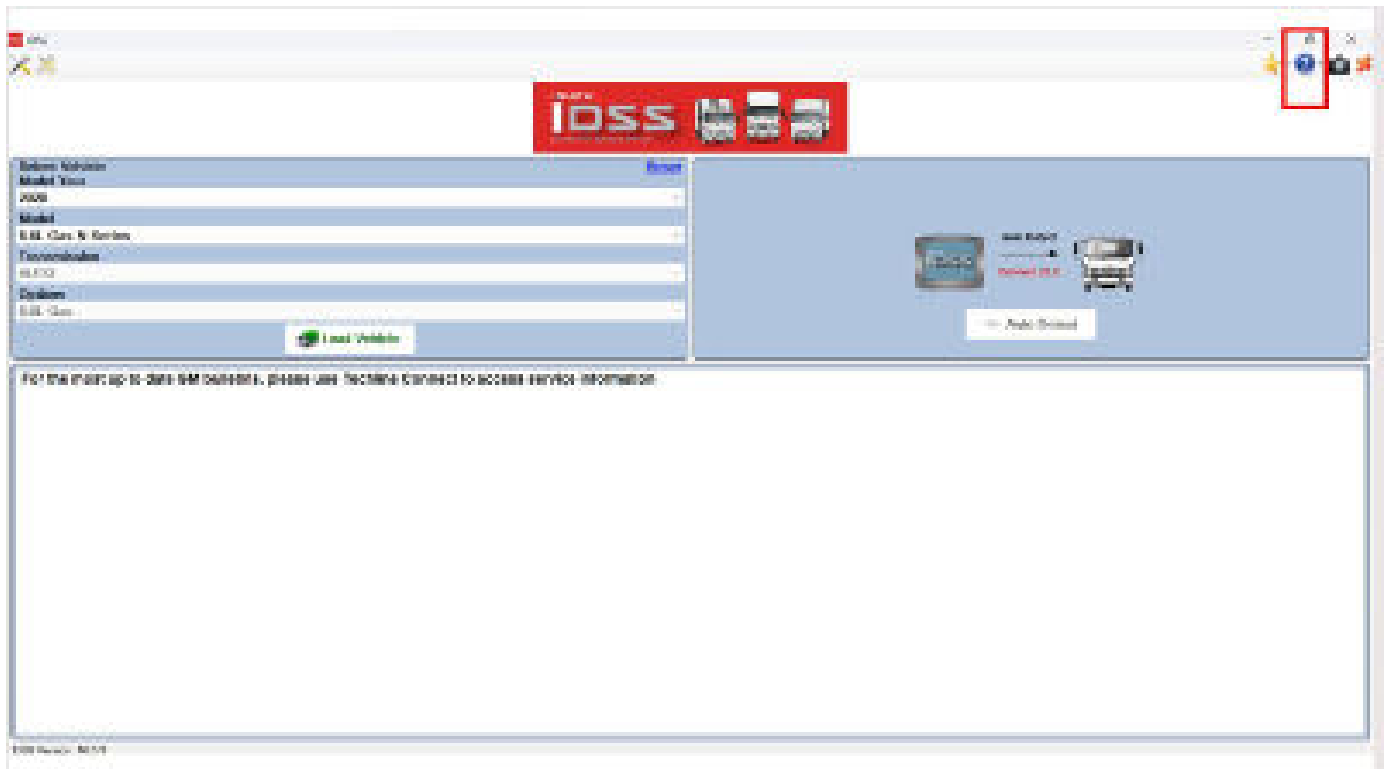
Subject: Diagnostic Tip - Low Cab Forward Trucks Not Communicating With Isuzu IDSS

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	3500/4500 Medium Duty (LCF)	2016 - 2023		All	All	All	All
Chevrolet	3500HD Medium Duty (LCF)	2016 - 2018		All	All	All	All
Chevrolet	3500 HG/ 4500 HG Low Cab Forward	2024 - 2026		All	All	All	All
Chevrolet	4500HD/ 4500XD Medium Duty (LCF)	2017 - 2023		All	All	All	All
Chevrolet	4500 HD/ 4500 XD Low Cab Forward	2024 - 2026		All	All	All	All
Chevrolet	5500HD/ 5500XD Medium Duty (LCF)	2017 - 2023		All	All	All	All
Chevrolet	5500 HD/ 5500 XD Low Cab Forward	2024		All	All	All	All
Chevrolet	5500 HG/ 5500 XG Low Cab Forward	2024 - 2026		All	All	All	All
Chevrolet	5500 XD Low Cab Forward	2025 - 2026		All	All	All	All
Chevrolet	6500XD Medium Duty (LCF)	2018 - 2019		All	All	All	All
Chevrolet	6500XD/ 7500XD Medium Duty (LCF)	2021 - 2023		All	All	All	All
Chevrolet	6500 XD/ 7500 XD Low Cab Forward	2024 - 2026		All	All	All	All

Involved Region or Country	North America
Condition	A dealer may comment that they are unable to communicate or detect the vehicle using Isuzu IDSS tool.
Cause	The cause of this condition could be the incorrect J2534 device selected.

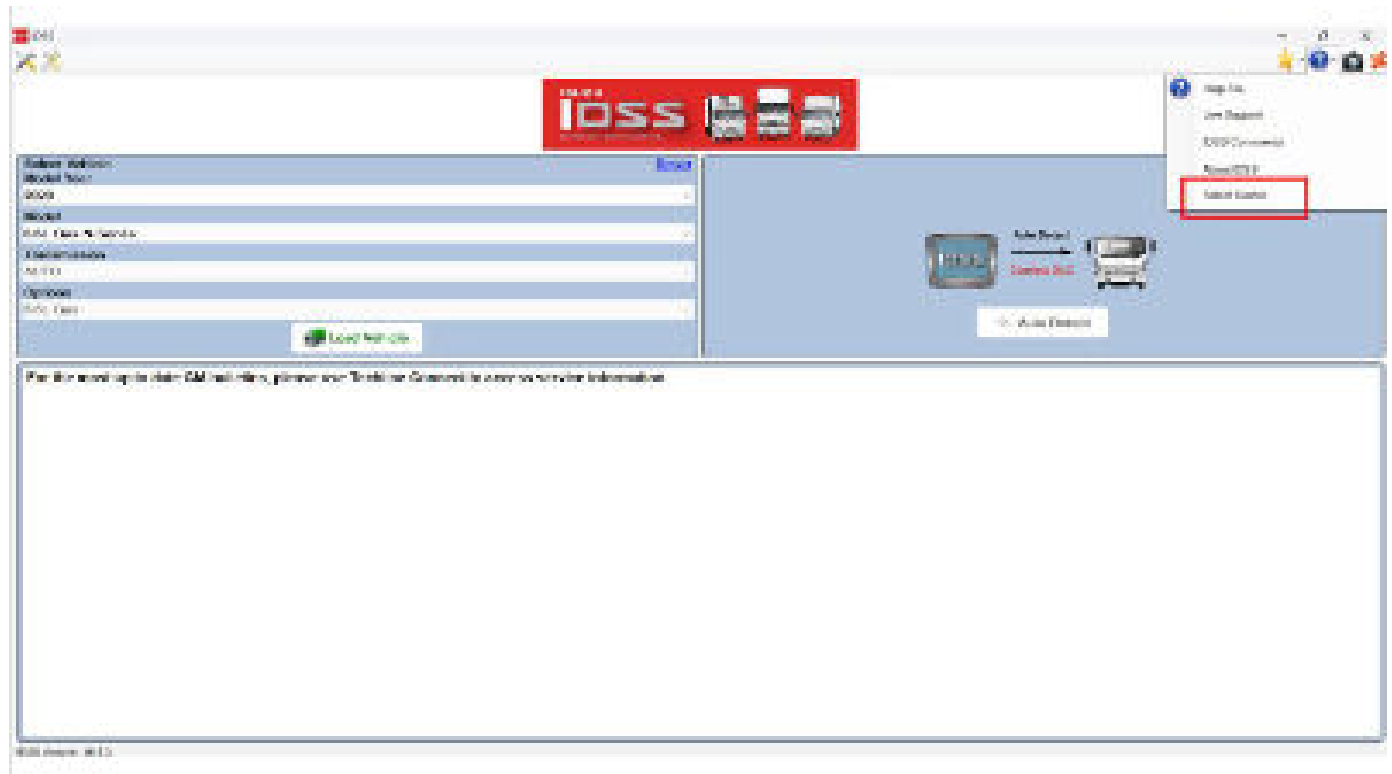
Correction

To select the correct J2534 device click on the "Help" (Blue Question Mark) icon located in the upper right corner of the IDSS home screen, as shown below. Then select "Bosch MDI 2" by following the information shown below.



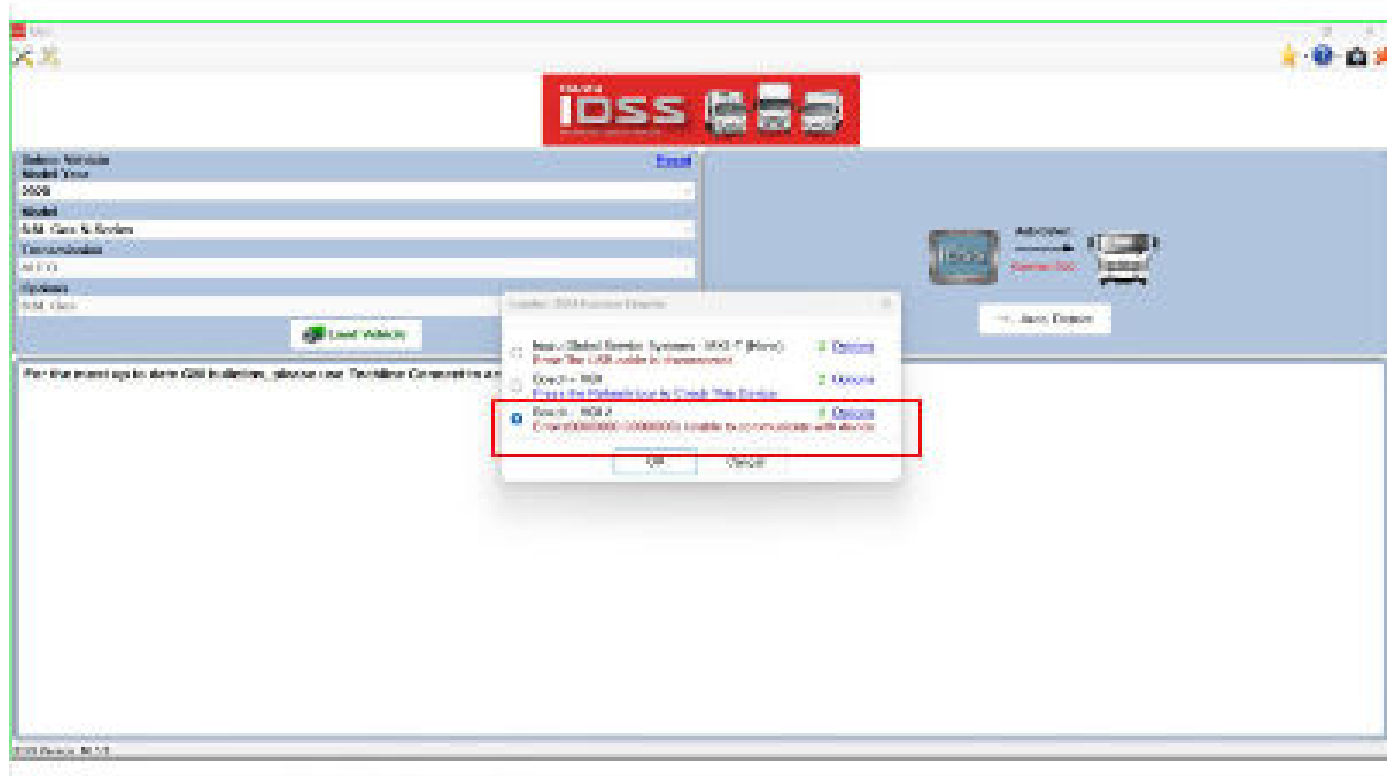
7028910

Click on "Select Device"



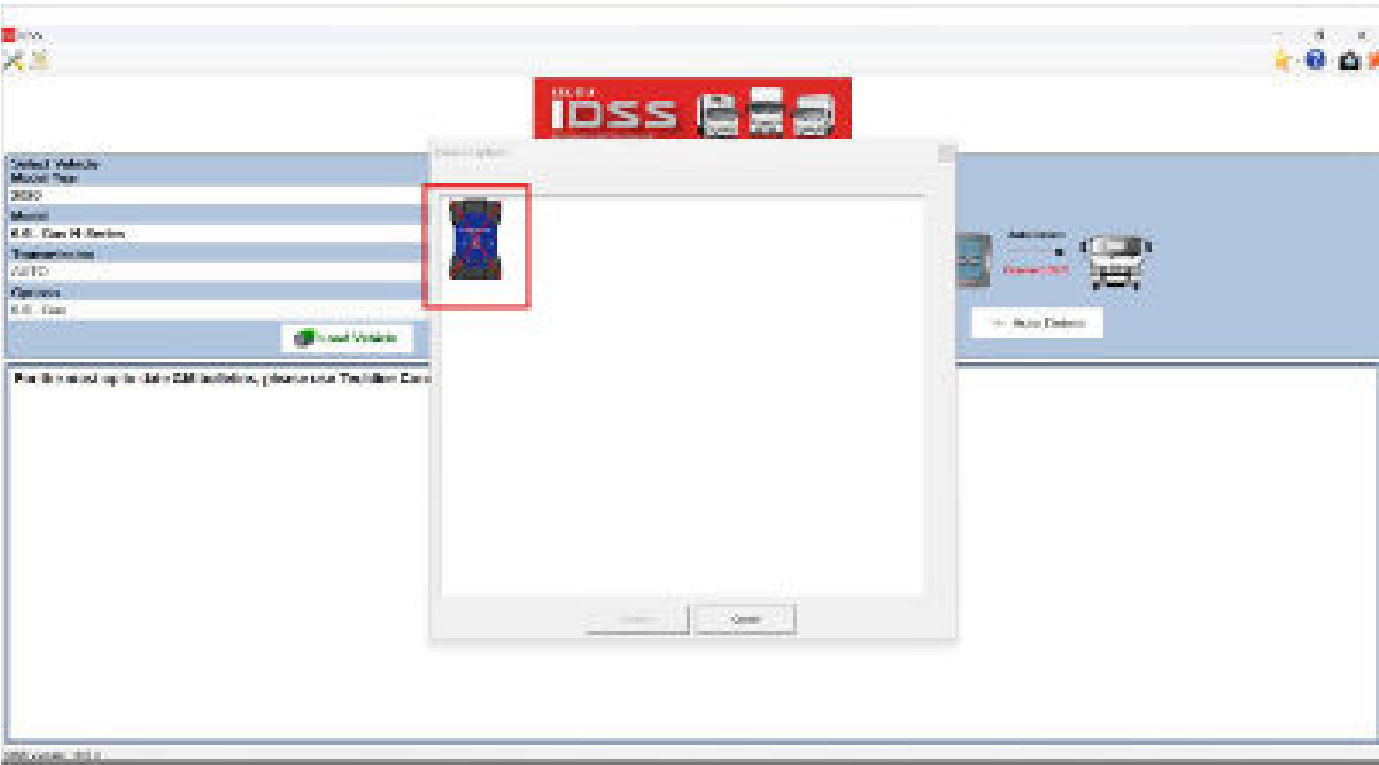
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Click on "Bosch - MDI 2"



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MDI 2 should be selected when connected to vehicle.



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Version	1
Modified	12/02/2025 – Created on.

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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