



Service Bulletin

Bulletin No.: 19-NA-093

Date: May, 2019

TECHNICAL

Subject: Engine Air Filter Life Shows 0% After Battery Disconnect

Attention: This bulletin replaces PIP5605 and PIP5636. Please discard all copies of PIP5605 and PIP5636

Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019	SOP	February 11, 2019 (Fort Wayne)	8-cylinder gas engine 5.3L (L84) or 6.2L (L87)	All
GMC	Sierra 1500 (New Model)	2019	2019		February 13, 2019 (Silao).		

Involved Region or Country	Canada, United States, Mexico
Additional Options (RPOs)	Equipped with 8-cylinder gas engine 5.3L (L84) or 6.2L (L87) and OnStar (UE1)
Condition	After a battery disconnect the driver information center (DIC) may incorrectly display Air Filter Life 0% - replace now.
Cause	This false message may be caused by a firmware issue.
Correction	Inspect the engine air filter, reset filter life, and check for an OnStar update. A new OnStar firmware update, version V6.63, has been released to OnStar equipped vehicles. Due to cyber-security policies this firmware update cannot be installed through TIS2Web, so firmware (OnStar v6.63) was released to involved vehicles via an Over-the-Air (OTA) update. This update can occur remotely through in-vehicle prompts from the radio display. However, some customers may decline the vehicle update or the update may be unsuccessful. This would require the dealer to install updated OnStar hardware.

Service Procedure

Note: This procedure only applies if the condition occurred after a battery disconnect. Vehicles beyond 6 months in service and greater than 10,000 mi/ 16,000 km may have a true need for air filter maintenance that is NOT related to this bulletin procedure.

Note: It is possible that the OnStar OTA update has been pushed to the vehicle and that the customer has missed or ignored on-screen prompts to install it. A typical symptom of any pending OTA update is that the radio will remain on for 30 seconds after the ignition has

been turned off and the driver door opened. Do NOT decline the OnStar update. OnStar firmware CANNOT be installed via TIS2Web due to cyber-security policy.

1. Inspect the engine air filter.
 - 1.1. If the engine air filter requires service, advise the customer of the needed maintenance. Air filter maintenance is not a warrantable service.
 - 1.2. If clean (not restricted), proceed to steps 2-4.
2. Reset the DIC message.
 - 2.1. In the DIC scroll to Air Filter Life > select Menu > Reset > Yes.



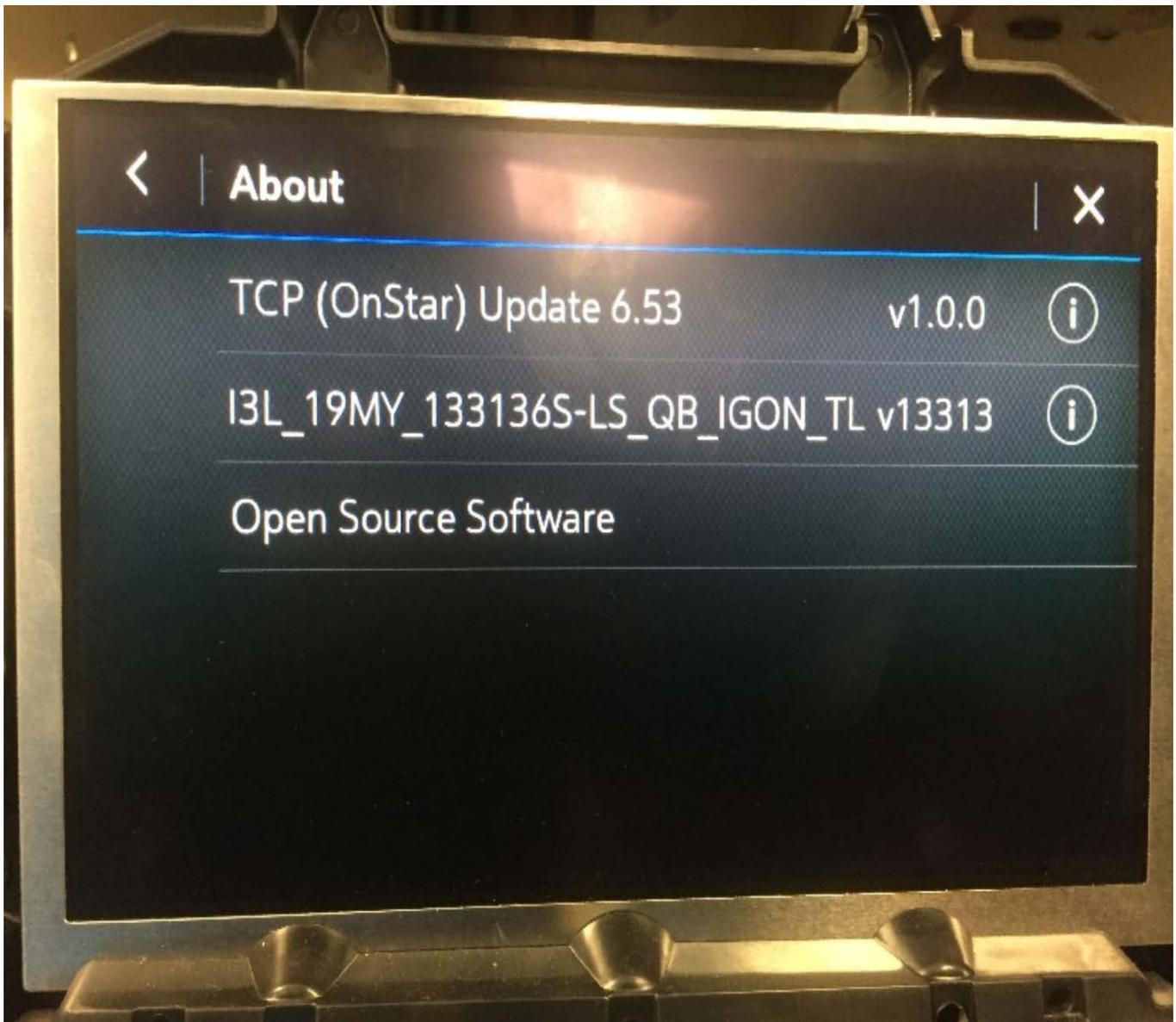




5322902

Note: This only applies to vehicles built prior to February 11, 2019 (Fort Wayne) or February 13, 2019 (Silao). Vehicles built after these dates were assembled with the firmware solution installed.

3. Inspect for an OnStar firmware update v6.63 and install, if necessary.
 - 3.1. Enter the radio menu on the radio display. Select Home > Settings > About.
 - On IOR-equipped vehicles this will bring you to the About menu page to view Update History.
 - On IOS, IOU, or IOT-equipped vehicles, scroll to Build Number and select the lowercase "i" next to Build Number to view Update History.
- IOR-equipped vehicles:



IOS/IOT/IOU-equipped vehicles:

5318461



5318466

- 3.2. Look for a line that contains reference to OnStar update “v6.63” or greater in it. The sample illustrations above do not show this specific version but illustrate where to find it. The presence of OnStar v6.63, or any OnStar update greater than v6.63 indicates the firmware has been installed and that this bulletin does NOT apply. Refer to SI for further diagnostics.

Note: It is possible that the OTA update has been pushed to the vehicle and that the customer has missed or ignored on-screen prompts to install it. Do NOT decline the OnStar update. It CANNOT be installed via TIS2Web.

- 3.3. Determine if the update has already been downloaded to the module and is pending installation.
- Enter the radio menu on the radio display. Select Home > Settings > Updates. If an update is available, a popup will soon appear. Select Install Update and follow the on-screen instructions.

Note: Do NOT replace the OnStar module prior to inspecting for the presence of the pending update.

4. If the OnStar v6.63 update is not listed in the About screen, the Update History menu, or the Updates screen; or if the customer comments that they did receive notification of an OnStar OTA update and declined it, replace the OnStar module. Firmware will be current on the replacement part.

Parts Information

Note: Part numbers listed in the part table may be superseded over time. They were current at the time of publication.

Refer to the Electronic Parts Catalog and/or Electronic Service Center for the appropriate OnStar Module part number based on the VIN.

Causal Part	Description	Part Number	Qty
X	Module, Comn Interface	84644344	1
X	Module, Comn Interface	84644343	1

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
9104437	Inspect Air Filter, Reset DIC Message and install over-the-air update OnStar v6.63	0.8 hr
*9104383	Inspect Air Filter, Reset DIC Message and replace Communication Interface Module	1.0 hr
<p>* Internal system records will indicate when an update was pushed to the vehicle and whether it was declined. Dealers should only replace the module after confirming an update is not pending installation or was previously declined by the customer. Warranty claims for OnStar module replacement per this bulletin are subject to review and debit if the over the air update was available for installation at the time of repair.</p>		

Version	1
Modified	Released May 21, 2019

