



Service Bulletin

Bulletin No.: 20-NA-218

Date: January, 2021

TECHNICAL

Subject: Possible Crank No Start or Extended Crank with DTC P12A6

Brand:	Model:	Model Year:		Breakpoint Date:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2021	2021	SOP	November 4, 2020	5.3L (L84), 6.2L (L87)	—
	Escalade ESV						
Chevrolet	Corvette	2020	2020	—	—	6.2L (LT2)	
	Silverado 1500	2020	2020	—	—	4.3 (LV3) 5.3 (L82, L84) 6.2 (L87)	
	Silverado 2500HD/3500HD					6.6 (L8T)	
	Suburban	2021	2021	SOP	November 4, 2020	5.3L (L84), 6.2L (L87)	
	Tahoe						
GMC	Sierra 1500	2020	2020	—	—	4.3 (LV3) 5.3 (L82, L84) 6.2 (L87)	
	Sierra 2500HD/3500HD					6.6 (L8T)	
	Yukon	2021	2021	SOP	November 4, 2020	5.3L (L84), 6.2L (L87)	
	Yukon XL						

Involved Region or Country	North America
Condition	Some customers may comment on a possible crank no start or extended crank. Technicians may find DTC P12A6 set current or in recent history.
Cause	The cause of the condition may be a software anomaly in the Engine Control Module (ECM).
Correction	Reprogram the ECM.

Service Procedure

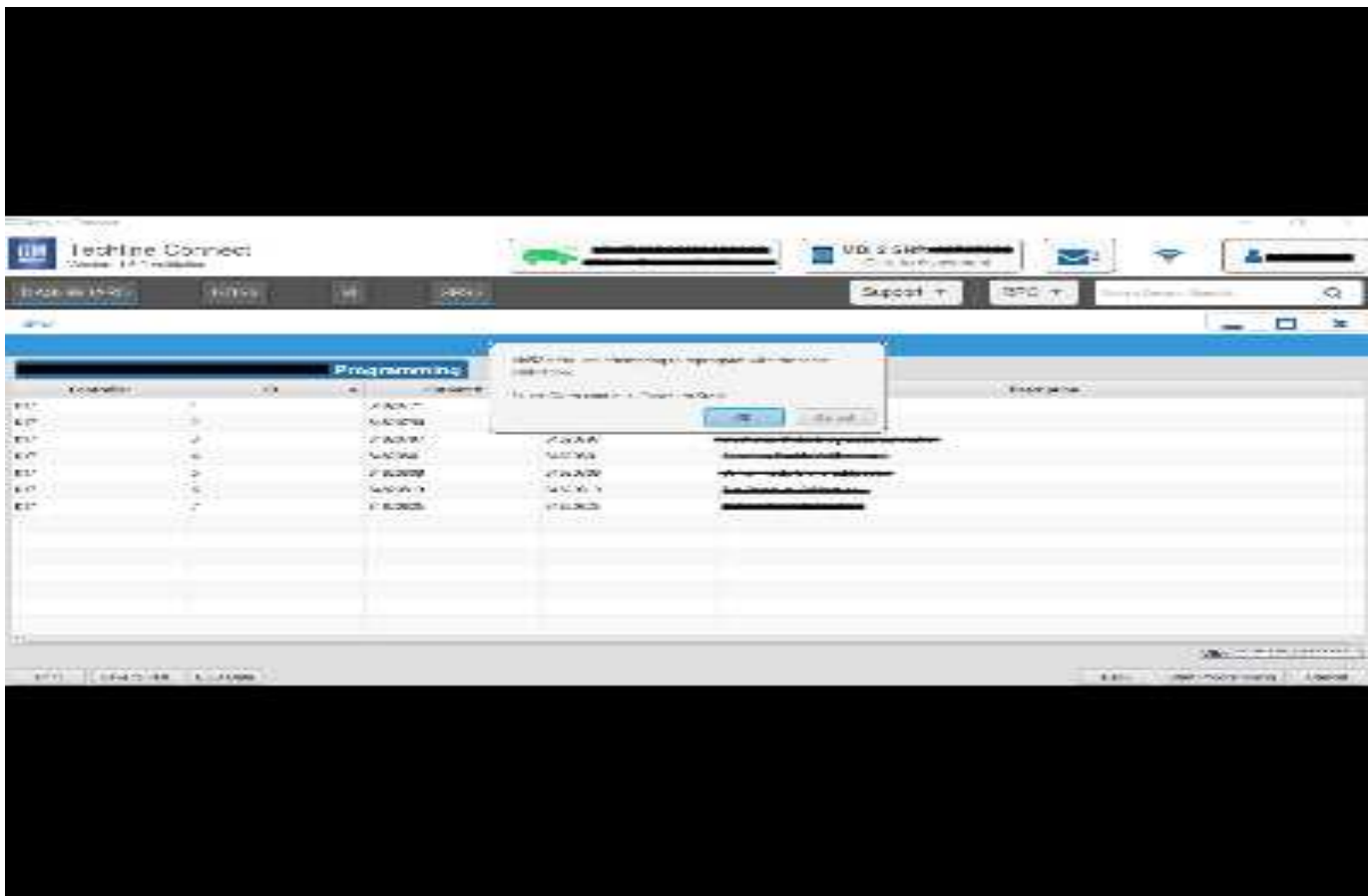
Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Note: Carefully read and follow the instructions below.

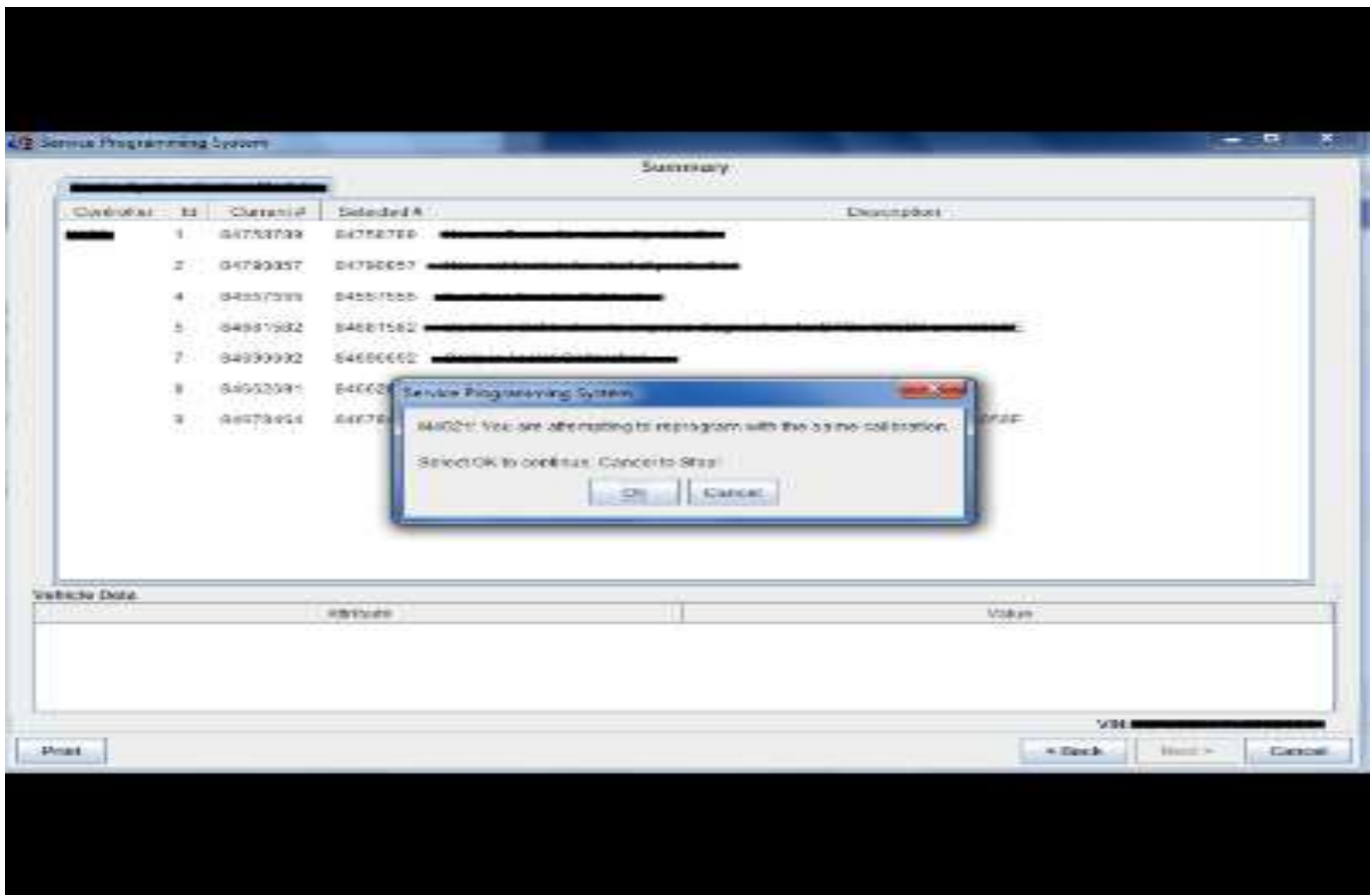
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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 for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

- Ensure the ignition is turned OFF, load on the vehicle's battery such as; interior lights, exterior lights (including daytime running lights), HVAC, etc. may affect the download process.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



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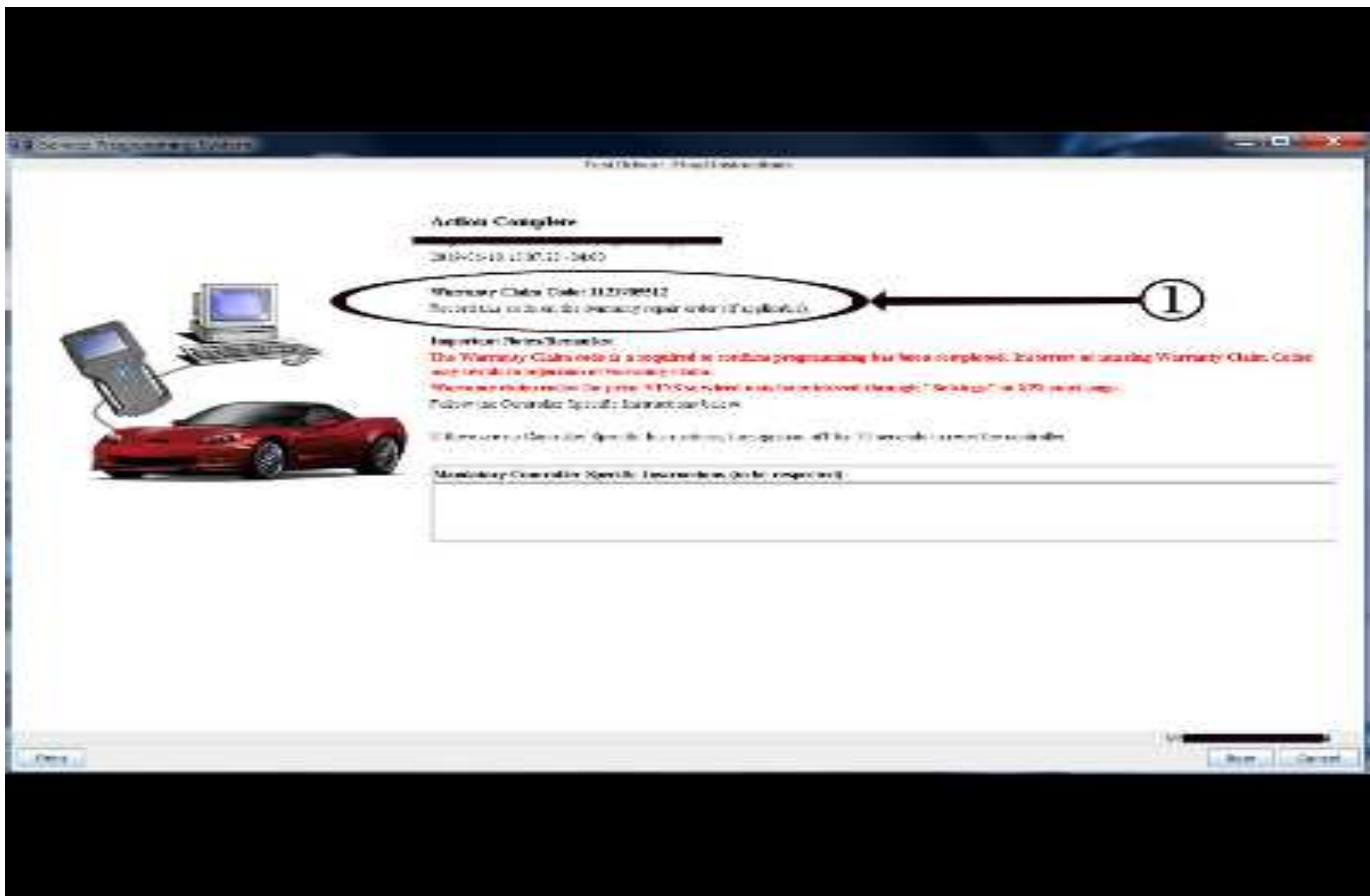
Important: Techline Connect and TIS2WEB screens shown above.

Important: If the Same Calibration/Software Warning is noted on the TLC or SPS Summary screen, select OK and follow on-screen instructions. The system will generate a warranty claim code (WCC) for documentation purposes only. Perform service information (SI) diagnostics to determine the cause of the condition. Use the applicable labor operation code when submitting a warranty claim. Do NOT use the WCC with the warranty claim submission.

Important: When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

1. Reprogram the Engine Control Module (ECM). Refer to *K20 Engine Control Module: Programming and Setup* in SI.





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

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

Warranty Information

Important: Warranty coverage code E2 applies for this module programming event. ECM reprogramming is covered for 8 years/80,000 miles (U.S.) or 8 years/130,000 km (Canada).

For vehicles repaired under the Emission coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2887038*	Engine Control Module Reprogramming for Crank No Start or Extended Crank Condition	0.3 hr
*This is a unique Labor Operation for bulletin use only.		
<p>Important: To avoid warranty transaction rejections, carefully read and follow the instructions below:</p> <ul style="list-style-type: none"> The Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction. When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS/SPS2. 		

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	3
Modified	Released November 17, 2020 December 18, 2020 – Added 2020 Truck Models and updated programming information in the Service Procedure. January 15, 2021 – Added the 2020 Corvette Model and North America to the Involved Region or Country section.

