



Preliminary Information

PIP5733 Possible Crank No Start or Extended Crank With DTC P12A6 Set As Current or History

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade	2020	All	All	5.3 L83 and 6.2 L86	All
Chevrolet	Equinox	2020	All	All	1.5 LYX	All
Chevrolet	Malibu	2020	All	All	1.5 LFV	All
Chevrolet	Silverado 1500 (New Model)	2019 - 2020	All	All	3.0 LM2, 5.3 L82/L84 and 6.2 L87	All
Chevrolet	Silverado 2500/3500	2020	All	All	6.6 L8T	All
Chevrolet	Silverado 2500/3500	2017 - 2020	All	All	6.6 L5P	All
Chevrolet	Silverado 4500HD, 5500HD and 6500HD	2019 - 2020	All	All	6.6 L5D	All
Chevrolet	Suburban	2020	All	All	5.3 L83 and 6.2 L86	All
Chevrolet	Tahoe	2020	All	All	5.3 L83 and 6.2 L86	All
GMC	Sierra 1500	2019 - 2020	All	All	3.0 LM2, 5.3 L82/L84 and 6.2 L87	All
GMC	Sierra 2500/3500	2020	All	All	6.6 L8T	All
GMC	Sierra 2500/3500	2017 - 2020	All	All	6.6 L5P	All
GMC	Yukon	2020	All	All	5.3 L83 and 6.2 L86	All
GMC	Terrain	2020	All	All	1.5 LYX	All

Involved Region or Country	North America
Condition	Possible Crank no start or extended crank with DTC p12A6 set current or history.
Cause	Under Investigation

Correction:

Please review the following questions with the customer at the time of the repair order creation (to aid in proper diagnosis)

1. What method does the owner most often use to access the vehicle? Key fob unlock, handle button unlock, passive lock/unlock, OnStar App unlock/lock etc.
2. What method does the owner most often use start their vehicle? Do they remote start from the fob or from the OnStar App or do they use the dash button?
3. When the vehicle last exhibited the condition, how long had it been since the last key cycle?
4. Did the vehicle have ANY of the following aftermarket equipment during the condition, phone chargers, inverters, or any device that interfaces with the vehicle wiring or the ALDL?

Dealer questions

What access related RPO does the vehicle have? (I.E. RPO ATH – Keyless open and start).

Please record all associated DTC and repair as needed.

Please document the answers to the questions on the repair order.

Please follow SI published diagnostics and repair as diagnostic indicates.

If the SI diagnostics does not lead to a repair, replace both the ECM and FPDM as a pair.

Engineering will be requesting both parts back as a set.

Engineering is aware of this concern, this PI will be updated as information as gathered.

Warranty Information

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

Labor Operation	Description	Labor Time
4087448	Replace the ECM and F uel Pump Control module	5.3 L83 and 6.2 L86 2020 SUV Base Time: 1 hr.Diagnostic Add Time 0.0 - 1.0 hrs.
		1.5 LYX 2020 Base Time: Add 1.3 hr. Diagnostic Add Time 0.0 - 1.0 hrs.

Labor Operation		Description	Labor Time
4087448		Replace the ECM and F uel Pump Control module	1.5 LFV 2020 Base Time: Add 1.1 hr. (Includes 0.2 hrs. OAT Relearn) Diagnostic Add Time 0.0 - 1.0 hrs.
			1.5 LYX 2020 Base Time: Add 1.3 hr. Diagnostic Add Time 0.0 - 1.0 hrs.
			3.0 LM2 2020 Base Time: Add 1.5 hrs. Diagnostic Add Time 0.0 - 1.0 hrs.
			3.5 LB2/L84 and 6.2 L87 2019-2020 Base Time: Add 1.1 hr. (Includes 0.2 hrs. OAT Relearn) Diagnostic Add Time 0.0 - 1.0 hrs.
			3.0 LB7 2020 Base Time: Add 1.5 hrs. Diagnostic Add Time 0.0 - 1.0 hrs.
			5.3 L82/L84 and 6.2 L87 2019-2020 5P 2017-2019 Base Time: Add 1.8 hrs. Diagnostic Add Time 0.0 - 1.0 hrs.
			6.6 LB7 2020 Base Time: Add 1.6 hrs. Diagnostic Add Time 0.0 - 1.0 hrs.
			6.6 L5D 2019-2020 Base Time: Add 1.8 hrs. Diagnostic Add Time 0.0 - 1.0 hrs.
			6.6 L5P 2017-2019 Base Time: Add 1.8 hrs. Diagnostic Add Time 0.0 - 1.0 hrs.
			6.6 L5P 2020 Base Time: ST Diagnostic Add Time 0.0 - 1.0 hrs.
		*This is a unique Labor Operation for Bulletin use only .	
Version History			
Version		1	
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		*This is a unique Labor Operation for Bulletin use only .	



GENERAL MOTORS