



# Service Bulletin

Bulletin No.: 19-NA-057

Date: February, 2020

## TECHNICAL

Subject: Malfunction Indicator Lamp (MIL) Illuminated, DTC P0420 Set

This bulletin replaces 18-NA-331. Please discard 18-NA-331.

| Brand:    | Model: | Model Year: |      | VIN: |    | Engine:                             | Transmission: |
|-----------|--------|-------------|------|------|----|-------------------------------------|---------------|
|           |        | from        | to   | from | to |                                     |               |
| Buick     | Encore | 2013        | 2015 |      |    | Equipped with 1.4L Engine (RPO LUV) |               |
| Chevrolet | Trax   | 2013        | 2015 |      |    |                                     |               |

|                            |                                                                                                                                                                                                                                                                                                                |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Involved Region or Country | North America, Argentina, Brazil, Colombia, Ecuador, Paraguay, Uruguay                                                                                                                                                                                                                                         |
| Condition                  | Some customers may comment that the MIL is on/illuminated and DTC P0420 is set current or in history.                                                                                                                                                                                                          |
| Cause                      | The cause of the condition may be due to a calibration error.                                                                                                                                                                                                                                                  |
| Correction                 | Verify P0420 is not setting due to other faults that may be outside of covered warranty such as air leaks, physical damage or other conditions outlined in SI.<br>Confirm the vehicle has the latest ECM calibration. If it is not up to current level, reprogram the ECM to the latest level of calibrations. |

### Service Procedure

- " If the Engine Control Module (ECM) has to be programmed, refer to Engine Control Module Reprogramming with SPS in SI. If the ECM has to be programmed, it will communicate that it is addressing the P0420 DTC.

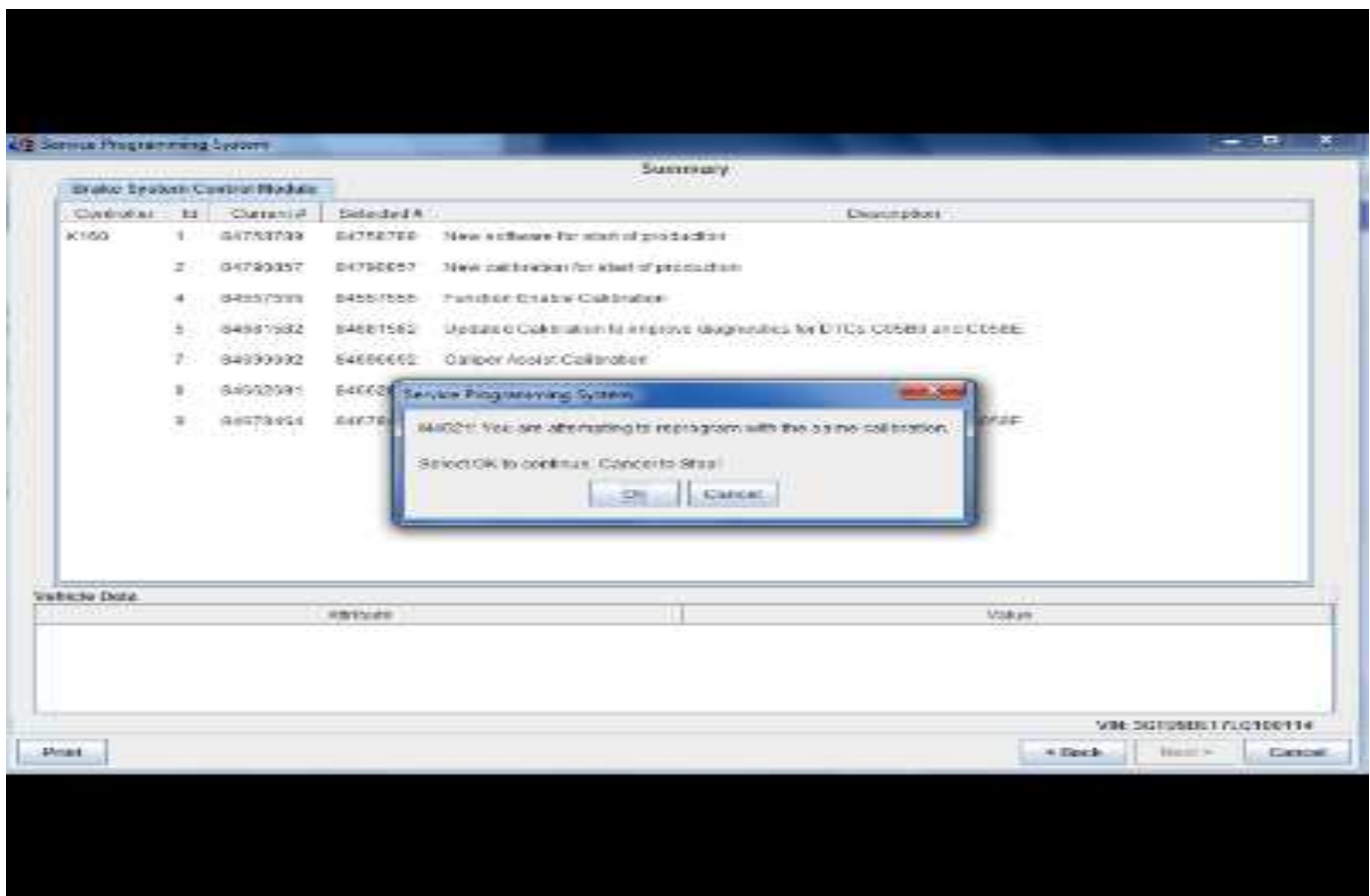
Important: The ECM and Transmission Control Module (TCM) must be reprogrammed simultaneously.

- " After ECM calibration has finished, the system will request to verify TCM calibration is up-to-date. Make sure that the TCM contains the latest software.
- " If the TCM is not up-to-date, refer to Control Solenoid Valve and Transmission Control Module Assembly Programming and Setup in SI.
- " If the TCM is up-to-date, then no further repairs are necessary.

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.

Important: Carefully read and follow the instructions below.

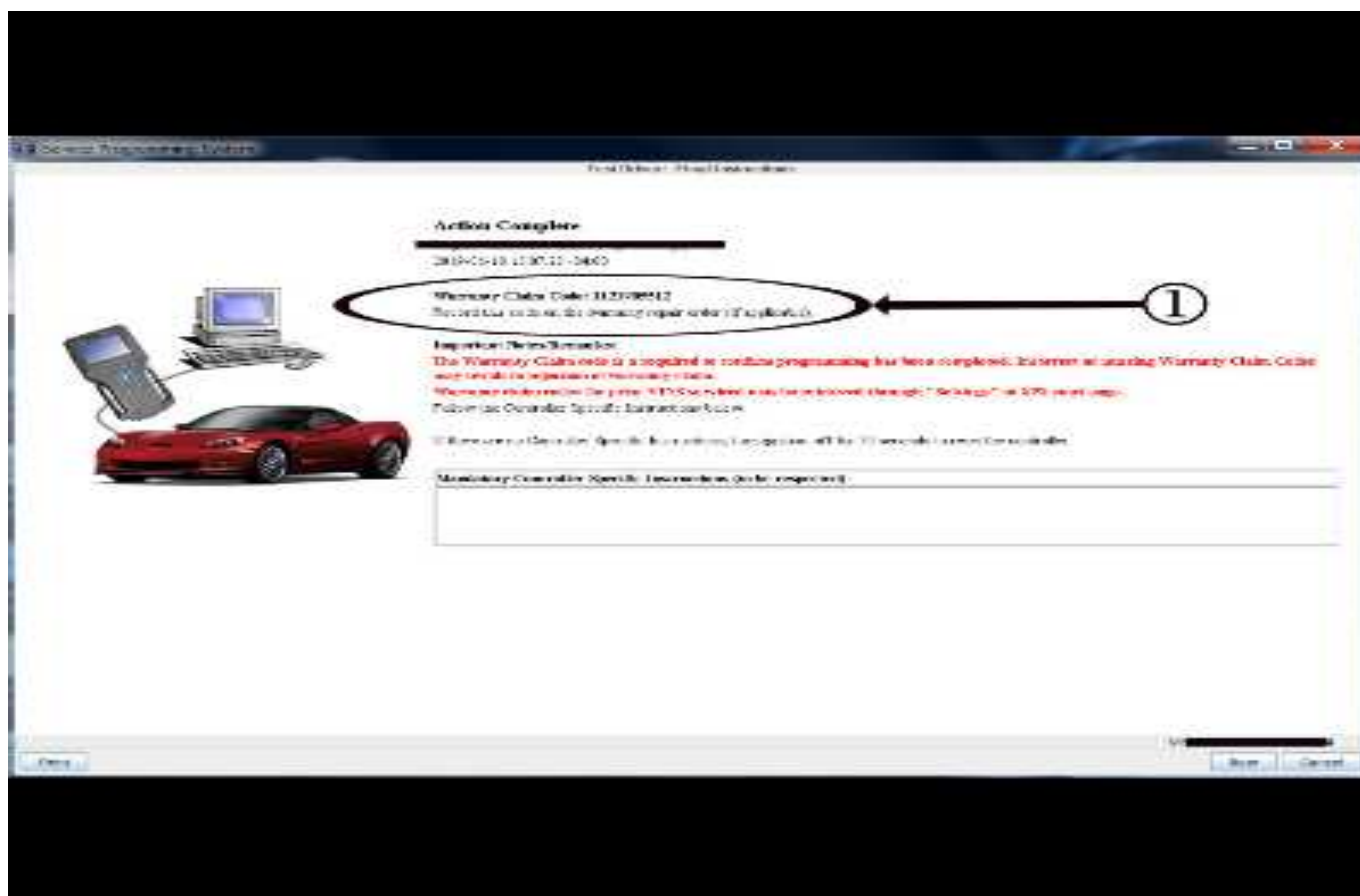
- " Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- " Stable battery voltage is critical during programming. Any fluctuation, 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](http://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.
- " Turn OFF or disable systems that may put a load on the vehicle's 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: If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the ECM and TCM modules. Refer to Engine Control Module Reprogramming with SPS and Control Solenoid Valve and Transmission Control Module Assembly Programming and Setup in SI. Modify as required (e.g., select x module from the controller screen. Then provide step-by-step instructions or refer to SI procedure.



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**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

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

## Parts Information

No parts are required for this repair.

## 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 |
|-----------------|----------------------------------------------|------------|
| 2886068*        | Engine Control Module Reprogramming with SPS | 0.3 hr     |

\*This is a unique Labor Operation for bulletin use only.

Important: To avoid warranty transaction rejections, carefully read and follow the instructions below:

- " The SPS 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.

**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 TIS on the computer used to program the vehicle.
2. Select and start SPS.
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 | <p>Released March 19, 2019</p> <p>February 4, 2020 – Added a supersede statement, specified engine RPO, updated Service Procedure, added updated programming template and updated the Warranty Information.</p> <p>February 19, 2020 – Updated the Involved Region or Country section and added a statement to the Correction section to verify DTC P0420 and to verify TCM calibration level.</p> |

