



Preliminary Information

PIT5586E Diagnostic Tip - IPC Gauges Inoperative or Fluctuate, No Crank, Start then Stall

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade	2017 - 2020	All	All	All	All
Chevrolet	Silverado	2017 - 2018	All	All	All	All
Chevrolet	Silverado LD	2019	All	All	All	All
Chevrolet	Silverado 2500/3500	2019	All	All	All	All
Chevrolet	Silverado 4500HD, 5500HD, 6500HD	2019 - 2020	All	All	All	All
Chevrolet	Suburban	2017 - 2020	All	All	All	All
Chevrolet	Tahoe	2017 - 2020	All	All	All	All
GMC	Sierra	2017 - 2018	All	All	All	All
GMC	Sierra Limited	2019	All	All	All	All
GMC	Sierra 2500/3500	2019	All	All	All	All
GMC	Yukon	2017 - 2020	All	All	All	All

Involved Region or Country	North America
Condition	Condition 1: Owners may comment that all of the symptoms below are present: - IPC gauges inoperative - PRNDL does not indicate transmission position - Multiple Service System messages - Multiple Malfunction Indicators illuminated on the IPC - Radio does not display temperature - Radio does not shut off when door is opened - No audible Turn Signal feedback or IPC indicator but the external signals function - DTC U0155 in multiple modules indicating loss of communication with the IPC Condition 2: Owners may comment that any of the symptoms below are present: - IPC gauges inoperative or fluctuate - No Crank - No Start - Start then Stall - SIR Light / Service Airbag Message - Service Suspension Message - Radio display blank

	- Steering Wheel Controls (SWC) not illuminated - Turn Signal no audible feedback - HVAC controls inoperative - Any of the following DTC's: B1011, B1370, B3980, U0020, U0029, U007D, U0073, U0078, U0100, U0101, U0102, U0104, U0121, U0140, U0146, U0151, U0155, U0164, U0184, U0186, U0198, U0237, U0255, U0422
Cause	Condition 1 could be caused by: 1) An error in the Serial Data Gateway Module (SDGM) microcontroller where the SDGM will retain power but stop communicating on all CAN channels. or Condition 1 or 2 could be caused by: 2) SDGM X1 or X2 connector terminals being bent, backed out, or having loose terminal tension.

Correction:

Correction 1:

To help properly diagnose the complaint and prevent a comeback, technicians should first remove the power feed fuse for the SDGM (F26DL for Trucks and F28DL for SUV), wait 1 minute and then reinstall the fuse. Then verify if the concern has been corrected. This module reset solution may be a temporary fix as the SDGM software anomaly may return. GM Engineering is working toward a software update correction. Currently SDGM software updates for the affected model years are expected to be available:

- MY19 and MY20: Late October 2020
- MY18: Late November 2020
- MY17: Late December 2020

Please advise the customer of this and utilize the unique labor code for SDGM “Reset for Logic Lock” in the warranty information section below. Do not replace any parts for this condition.

Correction 2:

If removing the power feed fuse for the SDGM does not correct the concern, then inspect the SDGM connector for any loose, bent, backed out terminals or connector damage. If a loose, bent or backed out terminal is found,

replacement of the affected terminal is required. If there is damage to the connector body, replace the connector housing per the Service Information Connector End View.

Parts Information

Model Year	Vehicle	Connector	Part Number	Description	Qty
2017-2020	All Full Size Trucks listed in Models	SDGM X1	84619127	Terminated Lead	As Needed
2017-2020	All Full Size Trucks listed in Models	SDGM X2	84619127	Terminated Lead	As needed

Warranty Information

For vehicles repaired under warranty, use the following labor operation.

Labor Operation	Description	Additional Information Required	Notes for Use of This Labor Operation	Labor Time
5430840	Terminal Replacement	Document ID of the Connector End View connected or repaired	Use for terminal replacement or terminated leads. This may be due to a spread terminal condition, corrosion or will not stay retained in the connector body (includes backed out terminals).	.5
5480868*	Serial Data Gateway Module – Reset for Logic Lock		Does not allow for Part Replacement	.5
*This is a unique Labor Operation for bulletin use only.				

Version History

Version	6
Modified	10/2/2017 - Created on 03/27/2018 - Updated model years. 08/27/2018 - Updated model year. 06/24/2019 - Added 2019 Silverado 4500HD, 5500HD, 6500HD models per TAC Case # 9-5302275191 03/11/2020 - Added 2020 Model Year per TAC Case # 9-5854270986 10/01/2020 - Added additional cause and concern per BQM Troy Henige and PSDS Team Leader Peter Joslyn and also removed reference to PIE0554 and included information regarding an upcoming software release solution to cause and correction

