

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6393  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 6, 2023

Subject: N222372592 - Service Update  
Charge Air Cooler Icing

Models: 2019 – 2021 Chevrolet Silverado 1500  
2022 Chevrolet Silverado 1500 LTD  
2019 – 2021 GMC Sierra  
Equipped with 2.7L, 4-cylinder Gas Engine (RPO L3B)

To: All General Motors Dealers

General Motors is releasing Service Update N222372592 today. The total number of U.S. vehicles involved is approximately 11. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated January 6, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Service Update

## N222372592 Charge Air Cooler Icing



Release Date: January 2023

Revision: 00

**Attention: This service update will expire June 30, 2024.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500	2019	2021	L3B	2.7L, 4-cylinder Gas Engine
Chevrolet	Silverado 1500 LTD	2022	2022		
GMC	Sierra 1500	2019	2021		

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2019 - 2021 model year Chevrolet Silverado 1500, 2022 model year Chevrolet Silverado LTD, and 2019 – 2021 model year GMC Sierra 1500 vehicles may have a condition in which ice or sludge can accumulate in the Charge Air Cooler (CAC) or Closed Crankcase Ventilation (CCV) system when driving in extremely cold weather conditions (-18°C (0°F) or less).
<b>Correction</b>	Dealers will install a radiator air front lower baffle and, if necessary, reprogram the Engine Control Module.

### Parts

Quantity	Part Name	Part No.
1	Radiator Air Front Lower Baffle	85580962

**It is estimated that 66 involved vehicles will fail the inspection and require part replacement.** Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, **dealers are encouraged not to order these parts for use as shelf stock.**

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106511*	Replace Radiator Air Front Lower Baffle, and <b>verified ECM programming level</b>	2.3	ZFAT	N/A
9106512*	Replace Radiator Air Front Lower Baffle, and <b>recalibrate ECM</b>	2.5		

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

Labour Time [\[Top\]](#)

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

6125814

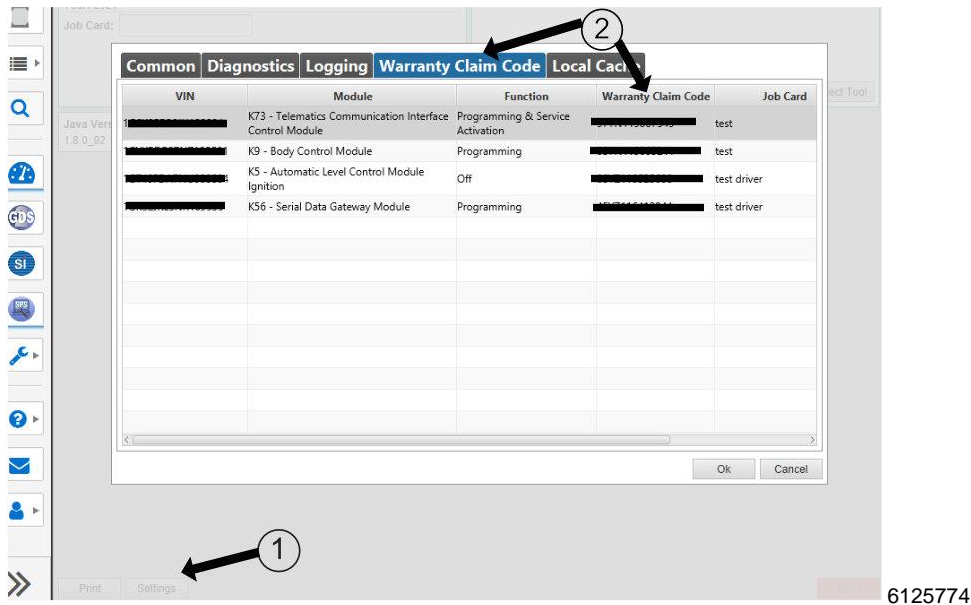
- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

# Service Update

## N222372592 Charge Air Cooler Icing



### Warranty Claim Code Information Retrieval



If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

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

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.

### Service Procedure

1. Remove the Front Bumper Impact Bar. Refer to *Front Bumper Impact Bar Replacement* in SI.

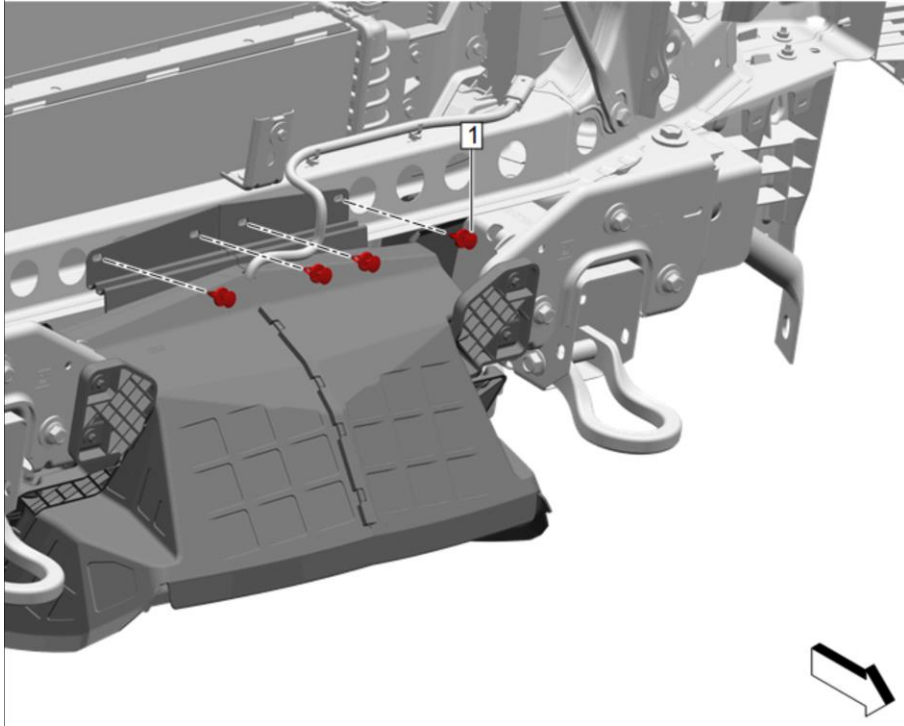


## Service Update

### N222372592 Charge Air Cooler Icing



2. Remove the Throttle Inlet Absolute Pressure (TIAP) sensor, circled above.
3. Using a fluid extractor or suction tool, drain any remaining moisture from the Charge Air Cooler end tank.
4. Reinstall and tighten the Throttle Inlet Absolute Pressure (TIAP) sensor and bolt. Refer to *Fastener Specifications* in SI.



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5. Remove the four push pins (1) securing the top of the Front Bumper Lower Air Baffle.



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6. Install the Radiator Air Front Lower Baffle, slipping the tabs behind the outermost tabs of the Front Bumper Lower Air Baffle as circled above. Then, snap the top of the Radiator Air Front Lower Baffle in place on top of the charge air cooler.

# Service Update

## N222372592 Charge Air Cooler Icing



7. Reinstall the four push pins (1) removed in step 5.
8. Reinstall the Front Bumper Impact Bar. Refer to *Front Bumper Impact Bar Replacement* in SI.

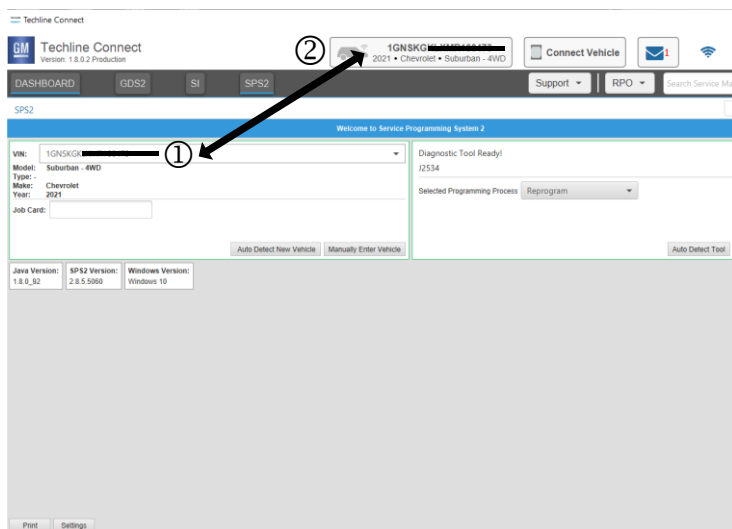
**Note:** Carefully read and follow the instructions below.

- 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](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

**Important:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.

**Caution:** Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.

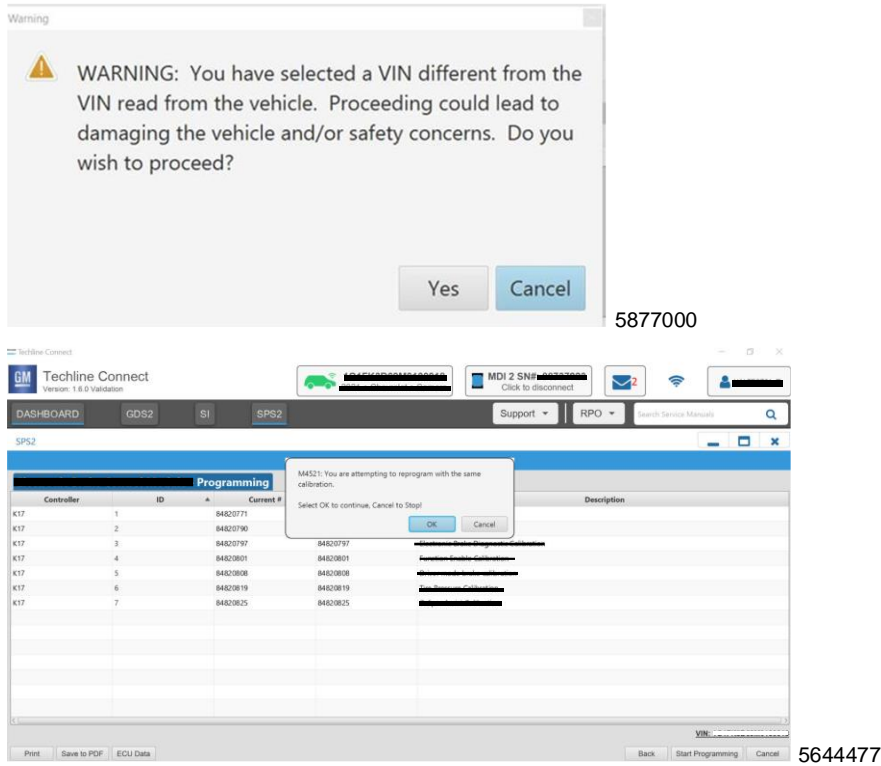


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**Important:** If the vehicle VIN DOES NOT match, the message below will be shown.

# Service Update

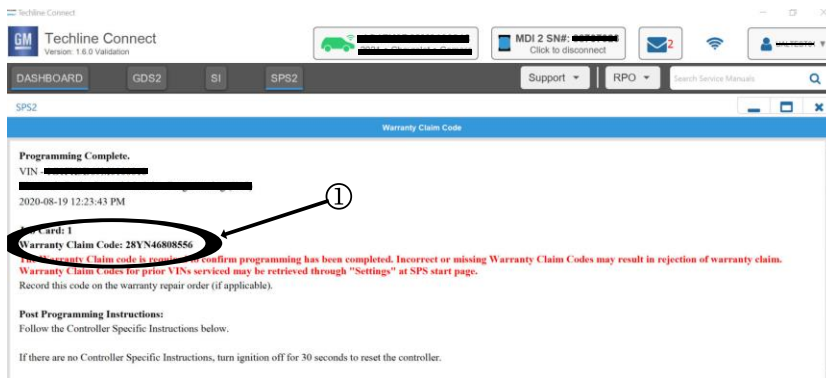
## N222372592 Charge Air Cooler Icing



**Important:** Techline Connect screens shown above.

**Important:** If the same calibration/software warning is noted on the TLC Summary 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.

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



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

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

# Service Update

## N222372592 Charge Air Cooler Icing



### Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles before selling or dealer-trading the vehicle, but no later than June 30, 2024.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

### Dealer Reports – For USA & Export

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**