



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Engine No Crank/No Start Due to Discharged 12V Battery

**Models:** 2012 Buick Enclave  
2011-2013 Chevrolet Volt  
2012 Chevrolet Traverse  
2012 GMC Acadia

**Attention:** Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in GWM/IVH. If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL – refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information PIs.

*This PI is being revised to remove the CTS models. Please discard PIE0149C.*

### Condition

**Important:** If the customer did not bring their vehicle in for this concern, DO NOT proceed with this PI.

Some customers may comment that the vehicle will not crank or start because the 12V battery is drained or dead.

### Cause

GM Engineering is attempting to determine the root cause of the dead 12V battery concern. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to “root cause” the customer’s concern and develop/validate a field fix.

### Instructions

**Important:** DO NOT disconnect the 12V battery prior to making contact with the engineer.

If a vehicle that exhibits the above customer concern is found, please contact the engineer listed below for further instructions on root cause analysis of the condition and repair of the vehicle. DO NOT disassemble/repair or replace any parts prior to calling.

### Contact Information

Engineer Name	Phone Number
Mick Dowd	(248) 804-0398

If the engineer is unable to take your call, please leave the information listed below in a message.

- Technician name
- Dealer name and phone number
- Complete VIN and repair order number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
J7740*	Engineering Information – Engine No Crank/No Start Due to Dead Battery	0.2 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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