



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Service Charging System Message Or Low Volt Gauge Reading After Cold Start

**Models:** 2007-2011 Chevrolet Express  
2007-2014 Chevrolet Silverado  
2007-2011 GMC Savana  
2007-2014 GMC Sierra  
With 6.6L Diesel Engine

*This PI was superseded to update Model Years. Please discard PIT4813E.*

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Some owners may comment of a "Service Charging System" message displayed on the DIC and/or a low voltage reading on the volt gauge during the first several minutes after a cold start. Some modules may set DTC B1517 SYM 03-Battery Voltage Below Threshold.

### Recommendation/Instructions

If this concern only occurs during the first several minutes of a cold start, no repairs should be made. This is a normal operating characteristic of vehicles equipped with the diesel engine.

During a cold engine start (i.e. Engine Coolant Temp is below 100 degs F or 40 degs C), the intake air heater and the glow plugs are commanded on to help reduce emissions and improve cold weather drivability. The intake air heater can draw 130 amps at 100% duty cycle for up to 10 mins. The glow plugs can draw up to 110 amps with cycle times up to 3 mins. These two loads in addition with the normal loads from the vehicle (example blower, lights, heated seats, etc.) can exceed the max generator output (125 amp in most cases). Due to these high current loads the "Service Charging System" message or a low voltage reading may be displayed during the first several minutes after a cold start.

### Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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 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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