



# Service Bulletin

File in Section: -

Bulletin No.: PIE0287B

Date: November, 2014

## PRELIMINARY INFORMATION

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

**Models:** 2013-2015 Cadillac XTS  
2014-2015 Cadillac ATS, CTS Sedan (VIN A)

**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 the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information PIs.

This PI has been revised to add the 2015 Model Year to the XTS and add the ATS, CTS Sedan models. Please discard PIE0287A.

### 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 complete the following steps prior to contacting the engineer listed below. DO NOT disassemble/repair or replace any parts other than those instructed below prior to calling.

1. Take a static voltage measurement from post to post of the battery before jump starting or charging.
2. Check all battery connections and grounds for proper torque.
3. Perform a GR8 test to ensure the 12V battery is truly good.
4. How long did the vehicle sit prior to the dead 12V battery?
5. Contact TAC to get a case number and any DTCs to them.

### 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

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
4080398*	Engineering Information – Engine No Crank/No Start Due to Dead Battery	0.4 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		