



Service Bulletin

File in Section: -

Bulletin No.: PIE0283

Date: February, 2014

PRELIMINARY INFORMATION

Subject: Engineering Information – No Crank/No Start in Cold Ambient Temperatures

Models: 2014 Chevrolet Silverado 1500
2015 Chevrolet Suburban, Tahoe
2014 GMC Sierra 1500
2015 GMC Yukon Models, Yukon XL Models
Equipped with 4.3L, 5.3L or 6.2L Gen 5 Engines (RPOs LV3, L83 or L86)

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (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.

Condition

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

Some customers may comment that the vehicle will not crank or start in cold ambient temperatures at -7°C (20°F) or colder.

Cause

GM Engineering is attempting to determine the root cause of the above condition. 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

If you encounter a vehicle with the above concern and diagnosis leads you to believe the starter is the cause, please complete the following and contact PQC with your findings.

1. Is the concern a cold temperature no crank/no start?
 - If yes, continue with next step.
 - If no, this PI does not apply. Refer to published diagnostics.
2. What was the ambient temperature during the condition?
3. Has Service Update Bulletin #13257 been completed?
 - If yes, continue to next step.
 - If no, check eligibility using Global Warranty Management System and complete.
4. Verify the battery "State of Health." Record the battery voltage and cold cranking amperage readings.
5. Record the cold cranking amperage listed on the vehicle battery label.
6. Was the battery state of charge low?
 - If yes, charge the battery using the GR8 and continue to next step. Note: Battery must be warmed to room temperature.
 - If no, proceed to step 8.
7. Do you still have a no crank/no start condition?
 - If yes, continue to next step.
 - If no, no further action is required.

8. With the ignition in the "Start" position, verify whether the starter S-terminal has 12 volts.
 - If yes, continue to next step.
 - If no, verify UBEC KR27 starter relay operation.
9. Review Starter Solenoid Does Not Click (Document ID 3512749) in SI.

Contact Information

Contact the Product Quality Center (PQC).

Warranty Information

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

Labor Operation	Description	Labor Time
4080408*	Engineering Information – Engine No Crank/No Start in Cold Temperatures	0.4 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.