



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Proper Battery Draw Procedure Prior To Condemning IPC

Models: 2015 Cadillac Escalade Models
2014 Chevrolet Silverado 1500
2015 Chevrolet Silverado, Suburban, Tahoe
2014 GMC Sierra 1500
2015 GMC Sierra, Yukon Models

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

Condition/Concern

When diagnosing a battery draw complaint, it is very important to understand the sleep mode for the Instrument Panel Cluster (IPC). If this is not understood, the IPC may be misdiagnosed as the cause of a battery draw.

When the ignition is turned off and battery voltage levels are normal, the IPC will go into deep sleep mode and draw less than 1 mA. If, for any reason, the system battery voltage drops near 8 volts, the IPC is designed NOT to transition into a deep sleep mode to meet certain requirements. When the IPC is operating in this minimal, low voltage state, it can draw approximately 170 mA. While in this state, if normal battery draw diagnostic practices are used, which includes removing fuses to isolate the source of the battery draw, when the IPC fuse is removed the draw may decrease. This may lead a technician to fault the IPC as the cause of the battery draw.

Recommendation/Instructions

DO NOT replace the IPC for this reason. It is recommended to measure battery voltage first to make sure it is not below 8 volts before performing any diagnostics / removing fuses. When trying to diagnose any dead battery concerns while a vehicle is in a very low voltage state may mislead your diagnosis.

Note: Low voltage can be caused by a number of reasons: discharged battery, battery cable connections, infrequent usage, extended storage, short trip driving, extended key on accessory usage with the engine off, charging issues, aftermarket electrical accessories, etc.

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.

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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