



# Service Bulletin

## PRELIMINARY INFORMATION

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

**Models:** 2016 Cadillac Escalade Models

**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.

### 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 Engineering, and provide any DTCs.

### Contact Information

| Engineer Name | Phone Number   |
|---------------|----------------|
| Vaundle Jones | (248) 431-9606 |

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 |
|--|--|------------|
| 4081128*   | 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. |  |            |

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION