



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Remote Start Inoperative / Power Liftgate Inoperative And/Or DTC P2537 / Blower Motor Stays On With Ignition Off

**Models:** 2015-2017 Cadillac Escalade Models  
2014 Chevrolet Silverado 1500  
2015-2017 Chevrolet Silverado, Suburban, Tahoe  
2014 GMC Sierra 1500  
2015-2017 GMC Sierra, Yukon Models

*This PI was superseded to add 2016/2017 Models and add additional symptom. Please discard PIT5308.*

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

### Condition/Concern

Some owners may comment on any of the following issues:

- Remote start is inoperative
- Power liftgate (RPO TB5) is inoperative with the ignition off. If the ignition is turned on, it will work correctly.
- DTC P2537 may be set
- In vehicles equipped with the diesel engine, the blower motor may stay on after the engine is turned off, which may cause the battery to go dead. After the engine is turned off, if the ignition is cycled to run, and back to the off position, the blower motor may turn off.

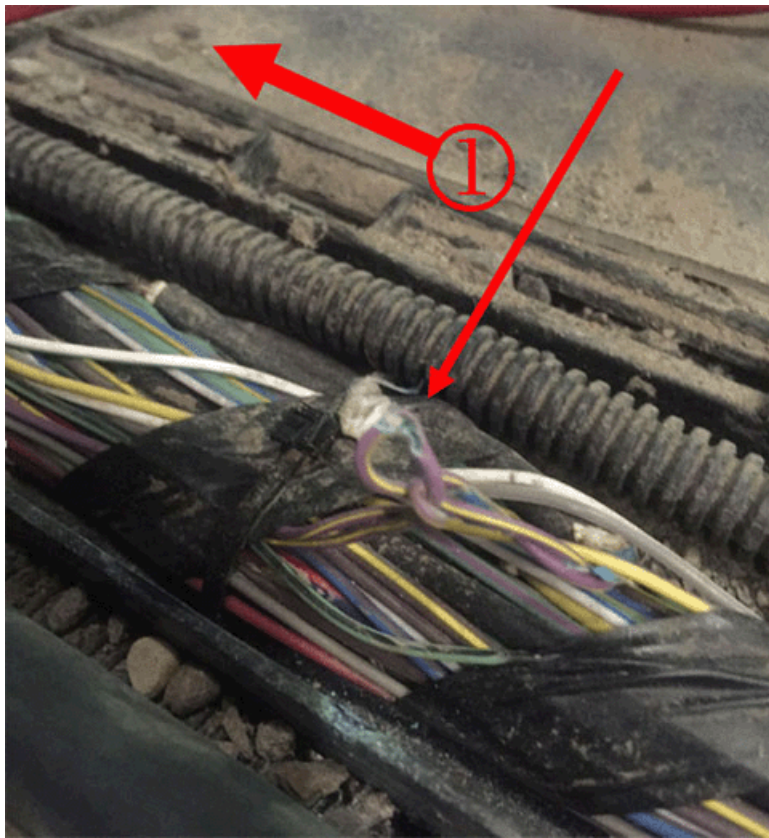
These concerns may be caused by the ECM and/or TCM not receiving the 12 volt accessory wakeup signal from the BCM. Reference the accessory wake up circuit 5985 wiring diagrams in SI under Power and Signal Distribution/ Data Communications/ Schematic and Routing Diagrams/ Data Communication Schematics/ Accessory Wakeup and Communications Enable.

### Recommendation/Instructions

Using a voltmeter, check circuit 5985 at the ECM and TCM. There should be approximately battery voltage present with the ignition on. You may notice after the ignition has been turned off, there is still voltage present. This is because the BCM may still be awake. This should be considered normal. If no or low voltage is found, use the wiring diagram in SI and perform normal circuit diagnosis.

**Note:** Circuit 5985 is a low amperage signal circuit and it may not be able to power certain test lights or bulbs. The use of a voltmeter to test this circuit is required. The circuit can be load tested by using a small bulb, example 194.

One known area for high resistance/open in circuit 5985 is under the driver's sill plate, as shown below. Call out 1 indicates the front of the vehicle.



## Warranty Information

For wiring repairs covered under warranty, please refer to latest version of bulletin 10-00-89-005 for warranty information on wire/connector repairs.

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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