



# Service Bulletin

File in Section: -

Bulletin No.: 17-NA-327

Date: October, 2017

## INFORMATION

**Subject:** Information for Dead Battery

**Attention:** Proceed with this repair **ONLY** if the bulletin number is listed in the Global Warranty Management / Investigate History link (GWM/IVH) in the Service Information section.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ATS	2015	2017				
	CTS	2015	2017				
	Escalade	2017	2017				
Chevrolet	Corvette	2017	2017				
	Silverado	2017	2017				
	Suburban	2017	2017				
	Tahoe	2017	2017				
GMC	Sierra	2017	2017				
	Yukon Models	2017	2017				

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPOs)</b>	UE1
<b>Condition</b>	Some customers may comment on the following conditions: <ul style="list-style-type: none"> <li>• Dead battery</li> <li>• Dead battery after car sits a couple days</li> </ul>
<b>Cause</b>	This condition may be caused by the OnStar® module staying awake, drawing power from the battery.
<b>Correction</b>	<b>Note:</b> If the vehicle is towed to the dealer with a dead battery, it is highly unlikely that a battery draw will be verified once the battery is charged. Verify that the vehicle VIN is flagged in the Global Warranty Management / Investigate History (GWM/IVH). If the VIN is flagged, do a Blue Button Press from the vehicle and request a "Re-configuration" and operational evaluation.

### Parts Information

No parts are required for this repair.

### Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2881908*	Charge Battery and Re-configure OnStar® Module	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released October 12, 2017

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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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