Service Bulletin

INFORMATION

Subject: Information On Parasitic Losses in Transport Mode During Transportation to Dealer, No Crank, No Start

Attention: This bulletin only applies to vehicles with push button start.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ATS	2018	2018	SOP	September 20, 2017		
	CT6				September 27, 2017		
	CTS				September 20, 2017		
	Escalade Models				September 11, 2017		
	XTS				September 26, 2017		
Chevrolet	Impala				October 10, 2017		
	Suburban				September 11, 2017		
	Tahoe				September 11, 2017		
GMC	Acadia				September 22, 2017		
	Yukon Models				September 11, 2017		

Involved Region or Country	North America and N.A. Exports
Additional Options (RPOs)	BTM or Vehicles with push button start.
Condition	During PDI, some technicians may find one or more or the following: • No Crank • No Start
Cause	This condition may be caused by the Transport Mode calibration SW 17.17.127 and later causing the battery to discharge.

Correction	1. Turn off transport mode on dealer delivery.
	2. Charge the battery in PDI mode and utilize "TOP OFF" mode to fully charge the battery before placing the vehicle in inventory.
	   • Do not return vehicle to Transport Mode while in inventory.
	   • Follow the Policies and Procedures to use PDI mode every 30 days to prevent battery damage.

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
4081938*	Battery Charging and Testing	0.5 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released November 16, 2017