

Subject: Engineering Information — No Crank and/or Start After Being Parked for an Extended Time with Less Than 1,500 Miles (2,414 Km)

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (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 Service Bulletin 04-00-89-053E for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2017	2018			All	All
GMC	Acadia (VIN N)	2017	2018			All	All

Involved Region or Country	North America
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on the vehicle not cranking or starting after being parked for several days.</p>
Cause	GM Engineering is attempting to determine the root cause of the above condition. 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.

Correction

If you encounter a vehicle with the above concern, record and perform the following:

- Record VIN and mileage.
- Charge the 12V battery with the GR8 using the correct test setup information.
- Record the Battery Date Code located on top of the battery.
- Wait 30 minutes after charging the battery.
- With the vehicle asleep, verify and record the parasitic draw reading.
- If draw exceeds 20mA, the Technician shall perform the Battery Electrical drain/parasitic load test, refer to *Battery Electrical Drain/Parasitic Load Test* in SI.
- Contact the engineer below with the recorded information and the GR8 ticket.
- If parasitic load is found and corrected, the battery should be rechecked and GR8 information shared with the Engineer.
- If parasitic load is not found or corrected, contact TAC for assistance and open a TAC case.

Contact Information

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

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

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
4081988*	Engineering Information — No Crank and/or Start After Being Parked for Extended Time with Less Than 1,500 Miles (2,414 Km)	0.5 hr

* This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.

Version	1
Modified	Released December 08, 2017