



Service Bulletin

INFORMATION

Subject: Stop/Start System is Inoperable After a System Repair and No DIC Message or DTC is Set

Models: 2016 Buick Encore, Envision
2016 Cadillac ATS, CT6, CTS
2017 Cadillac XT5
2016 Chevrolet Cruze (VIN B), Malibu (VIN Z)
2017 GMC Acadia (VIN N)
Equipped with Stop/Start System (RPO KL9)

Attention: This PI also applies to any of the above models that may be Export from North America vehicles.

This PI has been revised to add the 2017 GMC Acadia (VIN N) model and add information under Recommendation/Instructions. Please discard PI1520B.

Condition/Concern

Some technicians may notice that the Stop/Start System is inoperable after a stop/start system repair or after any repair where the 12V battery negative cable has been disconnected. No DIC message or DTC will be set.

Recommendation/Instructions

The learn procedure needs to be completed on the Battery Sensor Module. It will be necessary to park the vehicle for 3 hours **after** the vehicle's system sleep cycle and without being driven to allow the learn procedure to be completed on the Battery Sensor Module.

Battery Sensor Module Battery State Information can be found in ECM/Data Display/Stop/Start System Data. If the parameter reads "Available" then the learn has been completed. If the parameter reads "Not Available," then the learn is required to enable stop/start operation.

Note: Once the learn has been completed, it is necessary to crank the engine to update the data display to change from Not Available to Available.

If the repair is a non-Stop/Start repair and the vehicle is being returned to the customer, advise the customer that the vehicle will not Stop/Start until the vehicle has sat for 3 hours undisturbed **after** the system sleep cycle.

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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