

Subject: Engineering Information — Vehicle No Start/Slow Crank

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		
GMC	Terrain	2018	2018			All	All

Involved Region or Country	North America
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers/technicians may comment on vehicle no start or has slow crank on start up.
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

Important: DO NOT REMOVE OR DISCONNECT BATTERY CABLES (NEGATIVE OR POSITIVE).

If you encounter a vehicle with the above concern, complete the following:

Note: If Transport Mode is ON - leave vehicle with Transport Mode ON to proceed.

1. Run parasitic test and record findings. Refer to *Battery Electrical Drain/Parasitic Load Test* in SI.
2. Connect GR8 Battery Diagnostic Test Tool to vehicle using the following connections: Positive cable to the Battery Positive Post. Negative cable to the jump post.
3. Charge battery with the GR8 Battery Diagnostic Test Tool in DIAGNOSTIC MODE, "IN VEHICLE" with battery connected. Do not use "Out of Vehicle" menu selection.
4. Allow vehicle run through TOP OFF Mode after the DIAGNOSTIC MODE completes.
5. Retain the GR8 ticket.
6. Allow the vehicle to go to sleep.
7. Rerun the Parasitic test. Record second reading.
8. Call engineering contact with recorded information.

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
4086098*	Engineering Information — Vehicle No Start/Slow Crank	0.6 hr
* This is a unique labor operation for bulletin use only.		

Version	1
Modified	Released February 14, 2018