

**Subject: Engineering Information — Vehicle No Start, Stalls Repeatedly and/or Smoke from Under Hood at Battery**

**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		
Buick	Enclave	2018	2018			All	All
Cadillac	XT5	2017	2018			All	All
Chevrolet	Traverse	2018	2018			All	All
GMC	Acadia	2017	2018			All	All

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<p><b>Important:</b> 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 vehicle no start, repeatedly stalls and/or smoke from under hood at battery.</p>
<b>Cause</b>	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, take photos of the battery and the fuse block and contact the engineer listed below.

**Note:** Pictures should be sent using the Field Reporting Process. Submit a report as outlined in the latest version of Corporate Bulletin Number 02 00-89-002 (U.S. Dealers) or 10-00-89-006 (Canada Dealers). The report must include the PIE number for warranty claim payment.

## Contact Information

Engineer Name	Phone Number
Jay Cummings	(248) 640-8101

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:

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Time</b>
4086158*	Engineering Information — Vehicle No Start, Stalls Repeatedly and/or Smoke from Under Hood at Battery	0.3 hr

\* This is a unique labor operation for bulletin use only.

<b>Version</b>	1
<b>Modified</b>	Released March 07, 2018