

Subject: Engineering Information – During Start/Stop Event Vehicle Fails to Restart Using the Start Button On the Dash

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		
Chevrolet	Silverado 1500 (New Model)	2019	2019			Equipped with 5.3L, 6.2L Engines (RPOs L84, L87)	
GMC	Sierra 1500 (New Model)						

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 may comment on during a start/stop event the vehicles fails to restart using the start button on the dash.
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, check for DTCs and the voltage (relative to a ground) on BOTH sides of the 400A starter fuse in the Battery Distribution Engine Compartment Fuse Block and contact the engineer listed below with your findings.

Contact Information

Engineer Name	Phone Number
Steve Ellision	(248) 670-8139

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
5480638*	Engineering Information – During Start/Stop Event Vehicle Fails to Restart Using the Start Button On the Dash	0.3 hr

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

Version	1
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