

Subject: Engineering Information – 3 Second Long Crank Time Before Engine Starts After Vehicle Sitting At Least 20 Minutes

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	Equinox	2018	2019			Equipped with 1.5L, 2.0L (RPOs LYX, LTG) Engines	
GMC	Terrain						

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 a 3 second long crank time before the engine starts after the vehicle has been sitting at least 20 minutes.</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, perform the following steps and contact the engineer listed below with your findings.

1. Confirm that the 'Fuel Pressure Leaks Down' per Document ID: 4212565 – Fuel System Diagnosis.
2. After performing step 6 (test G12 Fuel Pump), continue diagnostic path and perform step 7 (test Front Fuel Feed Pipe) regardless of whether G12 Fuel Pump failed OR passed.
3. If one or both components fail diagnostic test:
 - 3.1. Record fuel pressure observations.
 - 3.2. Replace the failed parts.
 - 3.3. Ship old parts directly to the engineer listed.

Contact Information

Engineer Name	Phone Number
Jason Bretzlaff	(248) 207-8110

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
4086828*	Engineering Information – 3 Second Long Crank Time Before Engine Starts After Vehicle Sitting At Least 20 Minutes	0.5 hr

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

Version	1
Modified	Released March 11, 2019