

Subject: Engineering Information – No Crank / No Start

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 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4					Equipped with 2.0L Engine (RPO LSY)	-
Chevrolet	Silverado 1500	2019	2020	-	-	Equipped with 2.7L Engine (RPO L3B)	Equipped with 8 Speed Automatic Transmission (RPO MQE)
GMC	Sierra 1500						

Involved Region or Country	North America
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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 no crank / no start issue resulting in a starter replacement due to the solenoid overheating.

<p>Cause</p>	<p>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.</p>
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Correction

If you encounter a vehicle with the above concern, perform normal diagnostics for a no crank condition. If a starter needs to be replaced, the technician **MUST** call the engineer listed before any parts are to be replaced.

Contact Information

Engineer Name	Phone Number
Employee name and contact information redacted.	Employee name and contact information redacted.

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
4087278*	Engineering Information – No Crank / No Start	0.2 hr
* This is a unique labor operation for bulletin use only.		

Version	1
Modified	Released December 02, 2019