



Service Bulletin

Bulletin No.: 20-NA-037

Date: March, 2020

TECHNICAL

Subject: Unable to Start/Shut Off Vehicle, Extended Engine Crank Prior to Start, Battery Drain, Tail Lamps Inoperative, Unintended Brake Pedal Movement During Operation, and/or Traction Control/Stability System/ABS Indicators Illuminated

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2017	2019			All	All

Involved Region or Country	European Union (EU), Russia
Condition	<p>Some customers may comment on one or more of the following:</p> <ul style="list-style-type: none">• Unable to start engine.• Unable to turn vehicle off.• Long crank period prior to vehicle starting (5-10 seconds).• Traction Control light illuminated.• Stability System light illuminated.• ABS indicator illuminated.• Unintended brake pedal movement during operation.• Tail lamps inoperative.• Battery drain.
Cause	<p>The cause of the condition may be due to water intrusion entering through the following locations:</p> <ul style="list-style-type: none">• Connector Housing• Impact Bar Mounting Holes
Correction	Inspect trailer wiring for water intrusion and replace/repair as outlined below.

Service Procedure

If you encounter a vehicle with the one or more of the above conditions complete the following:



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1. Inspect the trailer hitch wiring 13 pin receiver.



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2. Remove electrical connector from receiver.



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3. Visually inspect for corrosion at electrical insert.



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4. Visually inspect for water intrusion in harness.



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5. Visually inspect back protective shielding.

Note: In most cases the harness insert connector can be cleaned and/or repaired.

6. Depending on the location and severity of water intrusion, clean the harness insert connector, or replace, and repair wiring as required. Verify functionality of the trailer wiring.



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7. Once the electrical components are repaired, apply silicone glue on the back and front side of the steel nuts in the impact bar, or cover holes at the end of the impact bar depending on location of water intrusion.

Before



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After



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8. For better protection of the trailer wiring harness, relocate tail of harness down to lower bracket of the rear impact bar like illustrated above in the before and after.

Parts Information

Use the vehicle identification number (VIN) and refer to the GM Electronic Parts Catalog (EPC) to determine the proper part(s) to order.

Warranty Information

For vehicles repaired under warranty, submit the appropriate labor operation for the repair performed.

Version	1
Modified	Released February 28, 2020

