Subject: **Engineering Information - No Restart After Auto-Stop Event, No Crank, DTCs P0617, P26E6 P305D, U0102, U0284, U0285, U0672, U111A, U111E and/or U1348**

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 PIE 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.**

This PIE replaces PIT5689. Please discard PIT5689.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019	-	-	All	All
	Silverado 1500	2020	2020				
GMC	Sierra 1500 (New Model)	2019	2019				
	Sierra 1500	2020	2020				

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 a no restart after auto-stop event and/or, no crank Technicians may find the following DTCs set: • P0617 - Starter Motor Relay Control Circuit High Voltage • P26E6 - Starter Pinion Solenoid Actuator Relay Control Circuit High Voltage • P305D - DC/DC Converter Crank Input Signal Circuit High Voltage • U0102 - Lost Communication with Transfer Case Control Module • U0284 - Lost Communication with Active Grille Air Shutter 1 Motor Module • U0285 - Lost Communication with Active Grille Air Shutter 2 Motor Module • U0672 - Lost Communication with Engine Coolant Pump • U111A - Lost Communication with Engine Block Coolant Control Valve • U111E - Lost Communication with EVAP Purge Pump • U1348 - Engine Control Module LIN Bus 4 (or Bus 24)
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. Remove passenger's side wheel and wheelhouse liner to gain access to the G132 ground stud on the RH side of the front dash panel. Refer to *Front Wheelhouse Liner Replacement* in SI.
2. Inspect the engine to body ground cable/strap, G132 for a loose ground connection.

Contact Information

The Contact Information has been 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
4087478*	Engineering Information - No Restart After Auto-Stop Event, No Crank, Multiple DTCs Set	0.7 hr
* This is a unique labor operation for bulletin use only.		

Version	1
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