



## Preliminary Information

### PIP5740 Proactive Alert Identifier SAC004

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade	2016 - 2020	All	All	6.2L L86	All
Chevrolet	Equinox	2015 - 2017	All	All	3.6L LFX	All
Chevrolet	Silverado	2016 - 2018	All	All	4.3L LV3, 5.3L L83, 6.2L L86	All
Chevrolet	Silverado LD	2019	All	All	4.3L LV3, 5.3L L83, 6.2L L86	All
Chevrolet	Suburban	2016 - 2020	All	All	5.3L L83, 6.2L L86	All
Chevrolet	Tahoe (including XL)	2016 - 2020	All	All	5.3L L83, 6.2L L86	All
GMC	Acadia	2019	All	All	3.6L LGX	All
GMC	Sierra	2016 - 2018	All	All	4.3L LV3, 5.3L L83, 6.2L L86	All
GMC	Sierra Classic	2019	All	All	4.3L LV3, 5.3L L83, 6.2L L86	All
GMC	Terrain	2015 - 2017	All	All	3.6L LFX	All
GMC	Yukon (including XL)	2016 - 2020	All	All	5.3L L83, 6.2L L86	All

Involved Region or Country	North America
Condition	Some customers may comment that they have received an OnStar notification during the period of May 2020 to June 2020 regarding an issue with the vehicle starter system and that the starter may fail to start the engine. During inspection Technician may or may not find proactive alert identifier SAC004 "Predicted Starting and Charging – Low Cranking Capability Due to High Resistance in Starter System" stored in the vehicle.
Cause	The notification that the customer received may have been sent in error and there is not an existing issue with the starter system. A prior VHM software update containing a bug was inadvertently released into production and led to an increase in starter alerts (SAC004)

Correction:

If the customer brought the vehicle in with a legitimate concern and/or you can duplicate a starting problem, then it will be necessary to follow SI diagnostics for the concern. Only repair and replace the starter if a problem is found.

Version History

Version	1
Modified	06/22/2020 - Created on



GENERAL MOTORS