

Subject: Engineering Information - Slow Start and/or No Start, Battery Message Indicated, Having to Jump Start On More Than One Occasion

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 has been revised to update the Correction. Please discard PIE0578.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Sierra 1500	2020	2020	-	-	All	All

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 one or more of the following conditions.</p> <ul style="list-style-type: none"> - Vehicle having a slow start. - No start - Battery message indicated - Having to jump start on more than one occasion
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, engineering is researching the potential causes for intermittent battery drain on Full Size Pickup Sierra vehicles. **It is important to NOT clear any intermittent issue within the vehicle through the disconnection of the battery or allowing the battery to be excessively discharged.** To maintain voltage supply to the vehicle – connect a Battery Tender or charger directly after the following voltage measurement. Perform the following steps and contact the engineers listed below with your findings.

1. Record DTC's
 - 1.1. Follow diagnostic procedures to root cause any definite low voltage LIN circuits.
2. Check all battery connection at battery and pre-fuse. Assure all are corrosion-free, tight and not cross-threaded. Make note of any loose, discolored or melting.



3. Check Battery Negative Cable Connection to FOD – assure it is clean and tight, as shown in the picture above.
4. Check all ground connections at FOD, engine and frame (G131, G132, G133 and G134 – Document ID: 5219054) and G110 and G114 per Document ID: 5219046.
5. Turn the vehicle off with the hood open and doors closed allowing access to the battery. Wait 10 minutes to allow for a normal power-down sequence.
6. Using Digital Volt Ohm Meter (DVOM) measure battery voltage and record.
7. Measure and record current draw from the battery using one of the following:

- 7.1. **Inductive clamp-on-probe** - Be sure to include all branches of the subject cable branches of the subject cable.
- 7.2. **Digital Multimeter and EL 38758** - To avoid opening of the fuse in most DVOMs the amperage must be below 10 Amps – do not open doors or exercise anything that increases amperage draw. A temporary power supply (Jump pack or battery charger) should be connected to the battery positive and the negative grounding point to power the vehicle electrical system while installing the EL 38758. This supply should remain in place until the EL 38758 is in the “ON” position and installed between the negative cable and the battery. After removal of the temporary power supply and installation of the DVOM to measure amps the EI 38758 can be turned to ‘OFF’ to measure.
- 8. Install battery tender to maintain system voltage.
- 9. Check the Memory Seat switch PN#. Reference **Document ID: 5048694**.
- 10. Check for open recalls:

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message or Text:

- 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
4087498*	Engineering Information - Slow Start and/or No Start, Battery Message Indicated	0.4 hr
* This is a unique labor operation for bulletin use only.		

Version	2
Modified	Released August 04, 2020 Revised August 06, 2020 – Revised to update the Correction.