



Bulletin No.: PIT5787
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Preliminary Information

PIT5787 110 Volt Power Outlets Shut Off During An Auto Stop Event

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade Models	2021	All	All	All	All
Chevrolet	Tahoe	2021	All	All	All	All
Chevrolet	Suburban	2021	All	All	All	All
GMC	Yukon Models	2021	All	All	All	All

Involved Region or Country	North America
Condition	Some customers may comment that the 110 volt power outlet (1) momentarily turns off during an auto start event. If the power outlet is being used to power a streaming device, such as an Amazon Fire Stick shown below, when the power outlet turns off and back on it can cause the device to reboot, which interrupts its operation.
Cause	None. This is normal operation and the 110 volt power outlet is disabled during engine crank.



Correction:

To help reduce the power interruption to a device, suggest the following options to the customer:

1. The USB C ports, shown above (2), do not turn off during an auto start event. If the device can be powered from the USB C port, suggest using that instead of the 110 volt power outlet. In the case of the Amazon Fire Stick a USB-C to USB-A adaptor may be needed.
2. If an uninterrupted power supply is required while driving, disable the auto start/stop feature by pressing the Auto Stop Disable Switch on the I/P.

Version History

Version	1
Modified	10/20/2020 - Created on.



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