



Service Bulletin

Bulletin No.: 21-NA-062

Date: March, 2021

INFORMATION

Subject: Add-On Equipment Inoperative, Sulfur/Acid Smell During Vehicle Operation

Brand:	Model:	Model Year:		VIN:		Engine:	Additional Options (RPOs)
		from	to	from	to		
Chevrolet	Silverado HD 2500/3500	2020	2021			L8T	BATTERY-LN3, FLA, 12V, 70AH, 730 SAE CCA, AUX (RPO K4B)
GMC	Sierra HD 2500/3500	2020	2021			L8T	BATTERY-LN3, FLA, 12V, 70AH, 730 SAE CCA, AUX (RPO K4B)

Involved Region or Country	North America Only
Condition	Some customers may comment on one or more of the following: <ul style="list-style-type: none"> Add-on equipment is inoperative A sulfur/acid smell is noticed during vehicle operation
Cause	This condition may be caused by the nature of the auxiliary battery application, the aux battery can be subject to excessive deep cycling or overcharging.
Correction	Warning: Due to the nature of some of the failure modes, it recommended not to use a load tester or the EL-50313 (GR8). Test with handheld battery tester before using the EL-50313 (GR8) and replace any batteries that fail. It is recommended to perform this new Battery Inspection/Test procedure as part of a regular maintenance check at every oil change or maximum time of 6 months.

Service Procedure

Danger: Any smoke, spray or smell should be allowed to dissipate with the hood down before repairs are attempted. The battery temperature should be below 95°F (35°C) before repairs are made.

Note: Do Not remove the batteries from the vehicle unless replacement is required.

- Verify the main battery or auxiliary battery (if equipped) case is not cracked, broken, swelled case, or damaged, which may be indicated by battery acid leakage or a sulfur/acid smell during vehicle operation.
 - If there is any apparent damage or smell, replace the main battery or auxiliary battery.
 - If there is no signs of damage or leakage to the other battery, continue with procedure.
 - If there is no signs of damage or leakage to either battery, continue with procedure.
- Verify that the battery cables are clean and tight:
 - If the battery cable clamps need to be cleaned or found loose, clean as required and/or torque the clamps to specifications. Refer to Fastener Specifications in SI.
 - If the battery cable clamps are clean and/or found torqued to specifications, continue with procedure.
- Dis-connect the battery from the vehicle.

Note: GMDES-approved handheld testers can be found at: ([Access www.GMDESolutions.com](http://www.GMDESolutions.com) — follow dealer login instructions to view under Battery and Electrical System Service Equipment section.)
- Connect the handheld tester directly to the battery terminal posts.
- Select “Diagnostic” and “Out of Vehicle” when setting up the test.
- Select the proper battery type, Flooded, AGM or Stop/Start AGM.

7. Enter the CCA as shown on the battery label.
8. Verify the test result is not REPLACE BATTERY or BAD CELL-REPLACE.
 - If the test result is *REPLACE BATTERY* or *BAD CELL-REPLACE*, replace the main battery or auxiliary battery.
 - If the test result is not *REPLACE BATTERY* or *BAD CELL-REPLACE*, continue with procedure.

If the handheld tester passes the battery as Good, charge the battery using the EL-50313 (GR8).

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Version	1
Modified	Released March 16, 2021

