Subject: **Engineering Information – Vehicle Exhibits a Slow Crank, No Crank and/or No Start Condition When Starting Vehicle Using Start Button on Dash**

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 the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Camaro	2016	2016	—	—	6.2L (LT1)	—

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 having one or more of the following conditions: • Slow Crank • No Crank • No Start condition when starting the vehicle using the Start Button on the dash
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.

Correction

If you encounter a vehicle with the above concern, follow the Diagnostic Procedure steps below and call the engineer listed below with your findings. Please ask the customer the questions below to help aid in diagnosis.

Customer Questionnaire

Customer Condition	Response
Did they experience a slow or no crank event?	
Has the customer ever had a condition where engine would crank and not start?	
Did you repeatedly attempt to start the vehicle? Did the vehicle crank for an extended time (approximately 15 seconds) but not start?	
Did the starting issue happen after an extended park (more than 8 hours) or after a short park (under 30 minutes). If after a short park, how long was the drive before the short park?	
Was the vehicle jump started or was a jump start attempted by the customer, tow truck driver or any service personnel?	
Were there any prior battery, alternator or starter motor replacements on the vehicle?	
How many times has this condition occurred?	
Were you able to get the vehicle to start? If so, what did you do?	

How many times has this condition occurred?	
Were you able to get the vehicle to start? If so, what did you do?	
Was the instrument panel cluster or infotainment system on or off?	
Was the vehicle level or parked on a slope?	

Diagnostic Procedure

1. Use the GDS2 to read and record the system voltage under ECM data and check for any DTCs.
2. Was the fuel rail pressure within normal specification?
3. When trying to start the vehicle, do you hear an audible click from the starter or was the starter motor spinning but not engaging?
4. Identify and document battery part number, brand, and/or warranty dates on the battery label.
5. Disconnect the negative cable at the battery. This will eliminate the risk of short to ground of the battery positive cable.
6. Inspect battery cable at starter and underhood fuse block for contamination or corrosion (glue or adhesive leaking from heat shrink on terminal lug). Also, ensure the battery terminal is fully seated and fully fastened at the underhood fuse block and starter.

Figure 1: Shown in the picture above is the ground bolt to the engine block (passenger side).

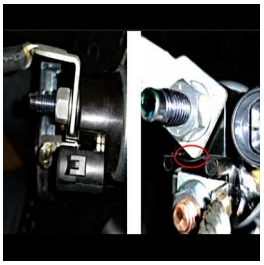

Figure 2: Battery terminal face is not seated parallel to starter anti-rotation wall, as shown in the picture above.

Figure 3: Terminal interference with the starter anti-rotation wall, as shown in the picture above.

7. Re-connect the battery and ensure the battery is at 12.5V or higher at room temperature. If lower than 12.5V, please charge the battery to at least 12.5V before running starter system test. If the car starts normally, call the engineer below to document findings. If the car fails to crank and does not start, proceed to the next step.
8. If the car failed to start, proceed to Starter Malfunction diagnostic procedure in service information (SI) for further diagnostics. Once you have completed the diagnostic tree, and the issue was found or not, call below for further direction.

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.

Version	1
Modified	Released May 21, 2021