



Bulletin No.: PIT5873A

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Preliminary Information

PIT5873A After A Remote Start When The Start Button Is Pressed The Engine May Stall And Will Not Restart / SES MIL / DTC P0E32 and P0E37/ Dead Battery

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade Models	2022	All	All	All	All
Chevrolet	Suburban	2022	All	All	All	All
Chevrolet	Tahoe	2022	All	All	All	All
GMC	Yukon Models	2022	All	All	All	All

Involved Region or Country	North America
Condition	<p>Some customers may comment after using the remote vehicle start, when they enter the vehicle and press the start button, the engine stalls. If they try to restart the engine, it will not crank. If the vehicle is turned off and allowed to completely go to sleep, which can take up to 20 minutes, then it will restart. When checking for DTC's, the ECM will have a P0E32 and P0E37 set.</p> <p>Note: If a customer experiences this issue and does not try to restart the vehicle after a sleep cycle, then if the vehicle is left for an extended period of time, the battery can become discharged.</p>
Cause	The cause of this concern is a BCM messaging issue.

Correction:

GM Engineering is working on a fix. This issue is very intermittent and will only occur if the remote vehicle start is used. While engineering is working on a fix, please ask the customer to refrain from using the remote start until a fix is released. If the battery was discharged, please charge the battery and test. If the battery fails the test, it may be necessary to charge the battery a second time. When a fix becomes available, a bulletin will be released.

Warranty Information

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

Labor Operation	Description	Labor Time
*2086398	Scan Vehicle For DTC's, Clear DTC's, Ask Customer To Refrain From Using Remote Start Until Fix Is Released	0.3 Hrs.
Add Time	Use Only If Vehicle Had A Dead Battery - Charging And Testing Battery	0.2 Hrs.

Labor Operation	Description	Labor Time
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	2
Modified	12/08/2021 - Created on. 03/01/2022 - Updates to the Condition, Correction and Warranty sections.



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