

**Subject:** Engineering Information - Intermittent No Start But Vehicle Has Power

**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.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2019	2022	—	—	Equipped with 1.5L Engine (RPO LYX)	—
GMC	Terrain						

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<b>Important:</b> If the customer did not bring their vehicle in for this concern, <b>DO NOT</b> proceed with this EI. Some customers may comment on a intermittent no start but the vehicle still has power.
<b>Cause</b>	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

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

If you encounter a vehicle with the above concern, verify that the BCM Power Mode Data shows Crank and verify that the ECM Electrical Data shows active Crank Request and Crank Relay Command. If the data is correct, check for power at fastening nut on battery cable terminal and at B+ stud on the starter. If power is measured at the battery cable nut and no power is measured at the B+ stud on the starter. **DO NOT** disassemble any parts **BEFORE** calling the engineer listed below for further instructions.

### 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.

### Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
5486308*	Engineering Information - Intermittent No Start But Vehicle Has Power	0.3 hrs.

\*This is a unique Labor Operation for bulletin use only.

<b>Version</b>	1
<b>Modified</b>	Released June 02, 2022