



# Service Bulletin

Bulletin No.: PIE0836

Date: May, 2025

## ENGINEERING INFORMATION

**Subject:** Engineering Information - Malfunction Indicator Lamp (MIL) Illuminated on Driver Information Center (DIC) and/or No-Start Condition Following a Recent Vehicle Update

**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:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	Zevo 600	2023	2025	—	—	—	—
	Zevo 400	2024					
Cadillac	Escalade IQ	2025					
	LYRIQ	2023					
Chevrolet	Blazer EV	2024					
	Equinox EV						
	Silverado EV						
GMC	HUMMER EV	2022					
	HUMMER EV SUV	2024					
	Sierra EV						

Involved Region or Country	U.S. Dealers ONLY
<b>Condition</b>	Some customers may comment on the Malfunction Indicator Lamp (MIL) illuminated on the Driver Information Center (DIC) and/or a no-start condition following a recent vehicle update.
<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:** This engineering information (PIE) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

**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, perform the following and contact one of the engineers listed below with your findings:

1. Perform SPS2 Hybrid/EV Battery Data Retrieval
  - 1.1. Access the Service Programming System (SPS) and follow the on-screen instructions.
  - 1.2. Select Controller: K16 Battery Energy Control Module
  - 1.3. Select Function: Hybrid/ EV Battery Data Retrieval
  - 1.4. Select Programming Type: Normal
  - 1.5. Select the "Next" button at the bottom right of the screen.
  - 1.6. Follow the remaining on-screen instructions until completion and receiving the WCC (warranty claim code)
2. Is the Malfunction Indicator Lamp (MIL) currently illuminated on (DIC)?
  - 2.1. Perform a GDS2 vehicles scan.
  - 2.2. What is the DTC/SYM Bite setting?
  - 2.3. Current or History?
  - 2.4. Provide the current BECM CAL 1 information:
  - 2.5. What are the current vehicle SOC and half pack voltage readings?
3. Was the vehicle towed in?
4. Did the customer recently accept an OTA
  - 4.1. If Yes, When?
5. Did the customer receive any other messages?
6. Did the vehicle come in with a dead 12V battery?
  - 6.1. Has the 12V battery or HVSL been disconnected during this visit?
7. Has the vehicle been programmed this visit?
8. Were any codes cleared this visit?
9. Please provide any additional details about the customer's Experience.

### 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 an engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
4082338*	Engineering Information - (MIL) Illuminated on (DIC) and/or No-Start Condition Following a Recent Vehicle Update	0.5 Hrs.

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

Version	1
Modified	Released May 08, 2025

