



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** No Crank And/Or Click No Crank

**Models:** 2014 Chevrolet Silverado 1500  
2015 Chevrolet Suburban, Tahoe  
2014 GMC Sierra 1500  
2015 GMC Yukon Models  
With 5.3L Engine (RPO L83)

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

During very cold ambient temperatures (near 0 deg F or -18 deg C) there may be a no crank or a click no crank condition with NO related DTCs. This issue may be more prevalent on new stock unit trucks or trucks with very low mileage, under 500 miles (800 km). If the truck is brought into a warm shop, after a short warm up time, it will crank and start normally.

### Recommendation/Instructions

1. Check and record the battery voltage while trying to crank the engine, even though the engine is not cranking. If battery voltage is low (lower than 11.4 volts), record the static voltage of the battery using a DVOM, at the battery posts, before charging the battery with the GR8. Replace the battery if it fails the GR8 test after charging. Record the CCA of the battery after testing to be sure it is in spec. Then, perform a parasitic load test as listed in SI. Use Global Warranty and check to see if Service Update "13257 Service Update for Inventory and Customer Vehicles BCM Communication Error – Reprogram BCM" is still open. If so, complete the service update, as this may correct a battery draw issue.

**Note:** For vehicles in dealer stock - Battery recharging, swapping, or replacement due to damage or lack of maintenance is not covered by the vehicle warranty during the period of dealer inventory storage as stated in the GM Service Policies and Procedures Manual.

2. If proper battery voltage is found (greater than 11.4 volts) and a click from the starter is heard, then perform normal starter diagnostics. Check starter X1 terminal A and X2 terminal A for B+ while trying to crank the engine. If ok, replace the starter with part number 12655055. The new starter may have a slight difference appearance, but the function and fit will be the same as the old part.

**Note:** In some cases, installing a jump box may allow the engine to crank, making you believe the issue is a low battery. When in fact, the extra boost from the jump box helped the starter to operate.

### Parts Information

Part Number	Description	Qty
12655055	Starter	1

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
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4041250	Starter Replacement	Use Published Labor Operation Time
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Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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