

Subject: Engineering Information - After Battery Discharge, Jump Start and/or Battery Replacement DTCs B3925, B3926, B3927 B389A, B3978, B3979, B3980 and B3981 Set

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		
Buick	Enclave	2019	2020	-	-	-	-
Chevrolet	Equinox						
	Acadia						
GMC	Terrain						

Involved Region or Country	North America
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Technician may find the following DTC's set after a battery discharge, jump start and/or battery replacement.</p> <ul style="list-style-type: none"> • B3925 - Incorrect Environmental Identifier Received From HVAC Control Module • B3926 - Incorrect Environmental Identifier Received From Instrument Cluster • B3927 - Incorrect Environmental Identifier Received From Electronic Brake Control Module • B389A - Environment Identification • B3978 - Incorrect Environmental Identifier Received From Inflatable Restraint Sensing and Diagnostic Module • B3979 - Incorrect Environmental Identifier Received From HVAC Control Module • B3980 - Incorrect Environmental Identifier Received From Instrument Cluster • B3981 - Incorrect Environmental Identifier Received From Electronic Brake Control Module
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. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

If you encounter a vehicle with the above concern, perform a Vehicle Wide DTC report using GDS2 and also perform the information ID on the BCM and ECM and store the calibration part numbers for review. Contact the engineer listed prior to attempting further diagnosis or repair. Engineering will provide the technician specific instructions for the repair procedure and request part return.

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
4087618*	Engineering Information - After Battery Discharge, Jump Start, Battery Replacement, Multiple DTCs Set	0.4 hr
* This is a unique labor operation for bulletin use only.		

Version	1
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