

Subject: Engineering Information - Vehicle Exhibits a No Crank No Start Condition During Start/Stop Event or When Starting Vehicle Using the Start Button On the Dash

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.

This EI has been revised to add the Customer Questionnaire under Correction. Please discard PIE0576.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2020	-	-	Equipped with 5.3L, 6.2L Engines (RPOs L84, L87)	-
GMC	Sierra 1500 (New Model)						

Involved Region or Country	North America
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment during a start/stop event or during a normal start using the push button on the dash the vehicle would not crank causing it to not start.
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, ask the customer the questionnaire listed below to help aid in diagnosis then follow the Diagnostic steps below and call the engineer with your findings.

Customer Questionnaire

Customer Condition	Response
Was vehicle parked? For how long?	
Was vehicle actively being driven?	
If vehicle was actively being driven, was it a failure to start or a failure to restart during an auto stop event?	
Was vehicle towed?	
Were there any abnormal noises heard?	
Was vehicle jump started or attempted to be jump started by customer, tow truck driver or any service personnel?	
How many times has this condition occurred?	
How did you get the vehicle to start?	

Has the customer ever had a condition where engine would crank and not start?	
Is there any aftermarket accessories or items plugged into the ALDL?	

Diagnostic Procedure

1. Using GDS2 read and record the system voltage under ECM data and check for any DTCs
2. When trying to start the vehicle do you hear and audible click or starter motor spinning but not engaging?
3. Inspect the 400A starter fuse to see if it is open. If the fuse is open check the voltage (relative to ground) on BOTH sides of the 400A starter fuse in the Battery Distribution Engine Compartment Fuse Block and then contact the Engineer listed below with your findings. If the 400A starter fuse is not open, then proceed to step 4.
4. If the 400A starter fuse is not open (not blown) then follow the steps below.
 - 4.1. Disconnect battery.
 - 4.2. Disconnect starter control solenoid connector at the starter (2 pin connector) and disconnect the main B+ terminal at starter. Inspect both connections for any wiring concerns. Once these connections have been inspected reconnect both electrical connections. Record any findings.
5. Re-connect battery and ensure it's at 12.5V or higher at room temperature. If lower than 12.5V, please charge battery to at least 12.5V before running starter system test. If truck starts normally call engineer below to document findings. If truck fails to crank and does not start proceed to next step.
6. If truck failed to start proceed to Starter Malfunction (KL9) diagnostic procedure in service information for further diagnostics. Once you have completed the diagnostic tree and the issue was found or not call below for further direction.

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
5480828*	Engineering Information - Vehicle Exhibits a No Crank No Start Condition During Start/Stop Event	0.3 hr
* This is a unique labor operation for bulletin use only.		

Version	2
Modified	Released August 04, 2020 Revised November 06, 2020 – Revised to add Customer Questionnaire under Correction.