

Subject: Engineering Information – Remote Start Mobile App Fails Intermittently

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 PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

This PI has been revised to add the 2019 Suburban. Please discard PIE0506.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2019	2019			5.3L (L83) 6.2L (L86, LT4, LT1)	All
Chevrolet	Camaro						
	Corvette						
	Suburban						
	Tahoe						
GMC	Yukon Models						

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 that the remote start mobile app fails intermittently.
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, the dealer needs to call the engineer below if a customer has received error message 220_7 when trying to remote start their vehicle with the mobile app.

Contact Information

Engineer Name	Phone Number
Zaid Azzawi	(248) 804-1539

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
3481108*	Engineering Information – Remote Start Mobile App Fails Intermittently	0.2 hr
*This is a unique Labor Operation for Bulletin use only.		