

Subject: Engineering Information – Owner Receipt of PAI "SAC003" and/or Dealer Informed of Excessive Parasitic Drains on an In-Inventory Vehicle

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 the latest version of 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	Envision	2021	2021	—	—	—	—
Cadillac	CT4	2020					
	CT5						
	Escalade Models	2021					
Chevrolet	Corvette	2020					
	Suburban	2021					
	Tahoe						
GMC	Yukon Models						

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.</p> <p>The purpose of this EI is to request dealership personnel involve GM Engineering in the event Owner Receipt of a PAI (Proactive Alert Identifier) "SAC003" and/or Dealer informed of excessive Parasitic Drains on an in-inventory vehicle.</p>
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 the following steps and contact one of the engineers listed below with your findings.

1. **DO NOT** disconnect the battery, any components or fuses. It is important that any existing condition is **NOT** reset.
2. Confirm that the battery voltage is above 12.4 volts. Place the vehicle on a battery tender if below 12.4 volts. It is important that the battery be maintained to assure any existing condition is **NOT** reset.
3. Read and record all on-board Malfunction Codes.
4. Record any observations or concerns the owner had as well as the vehicle service history.

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
4087998*	Engineering Information - Owner Receipt of PAI SAC003, Dealer Informed of Excessive Parasitic Drains	0.3 hr

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

Version	1
Modified	Released May 04, 2021