



# Preliminary Information

## PIT5788B Slow or No Crank, Low Battery Voltage, Parasitic Draw, Dead Battery

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade Models	2021 - 2022	All	All	All	All
Chevrolet	Suburban	2021 - 2022	All	All	All	All
Chevrolet	Tahoe	2021 - 2022	All	All	All	All
GMC	Yukon Models	2021 - 2022	All	All	All	All

Involved Region or Country	North America
Condition	Some customers may comment on a no/slow crank due to a low or dead battery. If the rear HVAC mode door and/or temperature door operation is checked, one of the doors may not function correctly. In addition, while the vehicle is turned off, it may be noticed that the backlighting for either the front or rear HVAC controls is turning on, even though the ignition is off and the vehicle should be asleep.
Cause	<p>The cause of this concern could be the rear HVAC actuators not completing a learn procedure. The learn procedure may not complete if the door can not move through its full travel. This could be caused by, but not limited to:</p> <ul style="list-style-type: none"> <li>- Foreign object that has fallen into the rear HVAC case, as shown below. This object could limit the door from moving through its full travel.</li> <li>- An issue with either the power, ground or LIN bus circuits to one of the rear HVAC actuators.</li> <li>- A faulty rear HVAC actuator</li> </ul> <p>If one of the rear HVAC doors is not able to move through its full travel, the door learn procedure will be incomplete. If the door learn procedure is incomplete the vehicle will try to perform a relearn procedure after the vehicle is turned off. If the relearn still does not complete the vehicle will continue to perform the relearn procedure until the battery is depleted.</p>



**Correction:**

Check the rear HVAC mode and temperature door operation. Make sure the rear mode operates from roof to floor and the temperature from full hot to full cold. If either door does not function properly, then access the rear HVAC case. Inspect the rear HVAC doors for any mechanical issues that may limit or prevent the door from moving smoothly or moving through its full range of travel and repair as necessary. Inspect for any electrical issues to each rear HVAC actuator. In some cases, we have seen connector X251A/X418 (depending on model year) not fully connected.

**Warranty Information**

For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the actual cause and repair.

**Version History**

Version	3
Modified	10/27/2020 - Created on. 01/19/2022 - Updates to the model year, cause, and correction sections 02/14/2022 - Update to the Correction section



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