

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6678  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 18, 2023

Subject: Potential Low Battery/No Start Issue

Models: 2023-2024 Cadillac LYRIQ  
2023-2024 Cadillac XT4  
2023 Chevrolet Colorado  
2024 Chevrolet Corvette  
2024 Chevrolet Silverado EV  
2023 GMC Canyon

To: All General Motors Dealers

**Subject/Condition:**

Some customers may comment about a discharged 12-volt battery/no start issue

**Cause:**

This issue is due to a condition where the Serial Data Gateway Module (SDGM) stays awake and discharges the 12-volt battery over time

**Correction:**

1. Charge and test the 12-volt battery with a GR8 or DCBS diagnostic charger (as required). **Do Not Replace the Battery Unless Fails Test**
2. Clear all DTCs
3. Start the vehicle and ensure the check engine light is not illuminated (**Important:** The drain condition is automatically eliminated with the vehicle key cycle start). No further Diagnostics are required.
4. Also, verify the Serial Data Gateway Module (SDGM) has the latest version software. If it is not on the latest version, reprogram with the latest Serial Data Gateway Module (SDGM) software.

**Important Note:** Confirm the high voltage SOC is above 10% for all EVs

Labor Operation: Server Communication error/Battery Charge 0.2 hrs/add Module SW Update 0.4 hrs

**Important Note:** The Dealer may receive an inquiry from a customer that was sent an OnStar Message – “The Battery in your vehicle is critically low. Start your vehicle as soon as possible and let the engine run to charge the battery”. If the

customer started their vehicle before the battery was drained or the vehicle battery was jumped and allowed to recharge, no further action is required. The drain condition is automatically eliminated with the vehicle key cycle start per above.

For additional Information Reference PIT6042 which is being updated to reflect this information.

The attached VIN list shows only VINs that have not been corrected, with the state of battery currently showing as critically low. Some of the above year/make/models may have been corrected and do not appear in this list.

END OF MESSAGE  
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