



Preliminary Information

PIT5391E No Crank / Start then Immediate Stall / SES MIL / Service 4WD / Relay Clicking / Rearview Camera Inop / DTC (Inspect Ignition 1 voltage)

Models

| Brand:    | Model:              | Model Years: | VIN: |     | Engine: | Transmissions: |
|-----------|---------------------|--------------|------|-----|---------|----------------|
|           |                     |              | from | to  |         |                |
| Cadillac  | Escalade Models     | 2015 - 2019  | All  | All | All     | All            |
| Chevrolet | Silverado 1500      | 2014         | All  | All | All     | All            |
| Chevrolet | Silverado           | 2015 - 2018  | All  | All | All     | All            |
| Chevrolet | Silverado LD        | 2019         | All  | All | All     | All            |
| Chevrolet | Silverado 2500/3500 | 2019         | All  | All | All     | All            |
| Chevrolet | Suburban            | 2015 - 2019  | All  | All | All     | All            |
| Chevrolet | Tahoe               | 2015 - 2019  | All  | All | All     | All            |
| GMC       | Sierra 1500         | 2014         | All  | All | All     | All            |
| GMC       | Sierra              | 2015 - 2018  | All  | All | All     | All            |
| GMC       | Sierra Limited      | 2019         | All  | All | All     | All            |
| GMC       | Sierra 2500/3500    | 2019         | All  | All | All     | All            |
| GMC       | Yukon Models        | 2015 - 2019  | All  | All | All     | All            |

Supersession Statement

This PI was superseded to add the 2019 model year and update the recommendation section. Please discard PIT5391D.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition / Concern

Some owners may comment of any of the following symptoms:

- No crank or a start then immediate stall
- SES MIL may not be on when the ignition is in the Run position
- Any of the following DTC's may be set: B1370, B1325, P0650, P263A, P263B, P0513, P129D, P2535, and/or P0262B
- Trucks equipped with 4WD may have a Service 4WD message and DTC's C0364 and/or U0403 may set
- The sound of a relay clicking while driving
- Rearview camera inoperative when the vehicle is shifted into reverse
- Engine stays running with ignition off until door is opened

(NOTE: This symptom is not caused by a loss of ignition 1 voltage, but a loss of ground to the Ignition Main Relay)

These concerns could be caused by a loss of ignition 1 voltage. There are two KR73 Ignition Main Relays, one located in the Underhood Fuse Block-X50A, and the other in the Left I/P Fuse Block-X51L, that both provide power to several different fuses:

**Example wiring diagram for the KR73 Ignition Main Relays and fuses:**  
**Pickup's - Document ID: 3619755**  
**SUV's - Document ID: 4079484**

**The loss of ignition 1 voltage may be caused by:**

- Either or both KR73 Ignition Main Relays not turning on to provide power to their respectable fuses.
- Terminal issues at a fuse block connector where the Ignition 1 circuits exit the fuse block, example Document ID: 4232460, circuit 439 at the Underhood Fuse Block connector X2 terminal M7. In these situations, the KR73 Ignition Main Relays are turning on and providing power to their respective Ignition 1 fuses, but there will be no Ignition 1 power to their respective module/component, due to the terminal issue at the fuse block.

Recommendations / Instructions

**The following are common areas for these concerns:**

- 1. Inspect ALL the Underhood Fuse Block-X50A connectors for any backed out terminals, poor terminal fit and/or bent/twisted terminals.**

**The most common terminals with these issues have been:**

- Terminal M5 at connector X4, for circuit 5199
- Terminal M7, A2 or A3 at connector X2 for circuit 439 (Depending on model and year, circuit 439 can vary in terminal location. Refer to SI for your vehicle)

- 2. Inspect for any backed out terminals, poor terminal fit and/or bent/twisted terminals at the Left I/P Fuse Block-X51L.**

**The most common terminals with these issues have been:**

- Terminal 42 at connector X1, for circuit 5199
- Terminal 44 at connector X2, for circuit 1850

- 3. Circuit 5199 under the driver's sill plate for being damaged/corroded, as shown below.**



**Repair any wiring / terminal issues using the appropriate SI wiring repair documentation.**

Warranty Information

**Please refer to latest version of bulletin [10-00-89-005](#) for warranty information on wire/connector repairs.**

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

