



Service Bulletin

File in Section: -

Bulletin No.: PIE0303

Date: June, 2014

PRELIMINARY INFORMATION

Subject: Engineering Information – Malfunction Indicator Lamp (MIL) On, Heated Oxygen Sensor (HO2S) DTC(s) Set

Models: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500

Attention: Proceed with this PI 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 PIs.

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 malfunction indicator lamp (MIL) is on.

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.

Instructions

If you encounter a vehicle with the above concern, follow the steps below.

1. Verify the customer concern. Is the MIL on?
2. Check for DTC(s) associated with O2 sensor. Record any current and history DTCs.
3. Inspect the condition of the O2 sensor wiring harnesses and connections. Take pictures of any issues found during inspection.
4. If no trouble was found with the wire harness or connection, swap O2 sensor from bank to bank to see if the issue follows the sensor.
5. Contact one of the engineers listed below with you findings.

If pictures are requested, they should be sent using the Field Reporting Process. Submit a report as outlined in the latest version of Corporate Bulletin Number 02-00-89-002 (U.S. Dealers) or 10-00-89-006 (Canada Dealers). The report must include the PIE number for warranty claim payment.

Contact Information

Engineer Name	Phone Number
George Szegedy	248-836-7858
Linda Garcia	734-231-9995

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
4080528*	Engineering Information – Heated Oxygen Sensor (HO2S) Concern	0.5 hr
Add	To Swap O2 sensors	0.3 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		