


Subject: Engineering Information – Both Front Low Beam, High Beam, Day Time Running Lamps (DRL) and Turn Signals Inoperative

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 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 bulletins.

This PI has been revised to add the 2017 Model Year and a picture. Please discard PIE0380.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Sierra	2016	2017			All	All

Involved Region or Country	North America
Additional Options (RPO)	Equipped with RPO PDP or Y91
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p>  <p>Some customers may comment that the front right hand and left hand low beam, high beam, DRL, and turn signals are inoperative but the side markers still work as intended.</p> <p>If the turn signals are used, a turn signal bulb out message will be displayed.</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, document the following information and contact one of the engineers listed below:

- Is there any aftermarket electrical equipment installed on the vehicle?
- Ask the customer about any aftermarket electrical devices that may have been recently connected to the vehicle.
- Ask the customer about any high beam use or use of the headlamps in manual mode.

- Ask the customer about the recent use of the remote start feature.

Contact Information

Engineer Name	Phone Number
Gery Kissel	586-863-6259
Chris Janotta	586-203-8027

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
2080728*	Engineering Information – Both Front Low Beam, High Beam, Day Time Running Lamps (DRL) and Turn Signals Inoperative	0.5 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.