

**Subject:** Engineering Information — Charge Air Cooler Ice Blockage with Malfunction Indicator Lamp Illuminated and DTC P0299 Set After Completing Bulletin 18-NA-020

**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 Service Bulletin 04-00-89-053E for more details on the use of Engineering Information bulletins.

| Brand:    | Model:  | Model Year: |      | VIN: |    | Engine:    | Transmission: |
|-----------|---------|-------------|------|------|----|------------|---------------|
|           |         | from        | to   | from | to |            |               |
| Chevrolet | Equinox | 2018        | 2018 |      |    | LTG or LYX | All           |
| GMC       | Terrain | 2018        | 2018 |      |    |            |               |

|                                   |   |
|-----------------------------------|---|
| <b>Involved Region or Country</b> | North America   |
| <b>Condition</b>                  | <p><b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers operating for extended periods in very cold weather may comment on a malfunction indicator lamp illuminated with reduced engine power.</p> <p>During diagnosis, a technician may find DTC P0299 Engine Under Boost set in the Engine Control Module as a result of ice growth blocking the inside of the charge air cooler after completing bulletin 18-NA-020.</p> <p>A revised charge air cooler is available which should reduce the potential for ice blockage:</p> <ul style="list-style-type: none"> <li>• RPO LTG — Part number: 84454111</li> <li>• RPO LYX — Part number: 84454110</li> </ul> |
| <b>Cause</b>                      | 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

In the event the revised part is already installed and the customer still encounters a P0299 during cold weather use, complete the following:

1. Record the following information from the customer:
  - Ambient temperature
  - Precipitation conditions
  - Vehicle speed(s) preceding and during reduced power event
2. Visually inspect the airbox filter element condition and photograph any moisture that might be present.



3. Visually inspect the charge air cooler recessed hole in the outlet tank for moisture.



- Photograph any moisture that may be present, then thaw, drain, and measure.



4. Visually inspect and photograph the throttle inlet air pressure (TIAP) sensor for any contamination or moisture.

**Note:** Be sure to clean prior to re-installing the throttle inlet air pressure (TIAP) sensor.

5. Contact one of the engineers listed below with findings. Pictures 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 |
|---------------|--------------|
|---------------|--------------|

|               |                |
|---------------|----------------|
| Rolf Karlsson | (248) 228-0285 |
| Bin Li        | (248) 309-1419 |

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 |
|-----------------|--|------------|
| 4086108*        | Engineering Information — Charge Air Cooler Ice Blockage with Malfunction Indicator Lamp Illuminated and DTC P0299 Set | 0.6 hr     |

\* This is a unique labor operation for bulletin use only.

|                 |                            |
|-----------------|----------------------------|
| <b>Version</b>  | 1                          |
| <b>Modified</b> | Released February 19, 2018 |