



Preliminary Information

PIT5616A Vehicle displays Shift to Park message on DIC when in Park. Vehicle may not shut off when put in Park or may not start.

Product Investigation Review Required

Models

| Brand: | Model: | Model Years: | VIN: | | Engine: | Transmissions: |
|--------|--------|--------------|------|-----|---------|----------------|
| | | | from | to | | |
| GMC | Acadia | 2017 - 2018 | All | All | All | All |

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|----------------------------|---|
| Involved Region or Country | North America |
| Condition | Vehicle displays Shift to Park message on DIC when in Park. Vehicle may not shut off when put in Park or may not start. |
| Cause | Unknown at this time. |

Correction:

Please follow these steps and note which corrects the condition:

If vehicle is located in the Southeast Michigan area call TAC with Dealer name and location, phone and contact name.

If you can duplicate the concern perform the following checks, verify if the message reoccurs after each check, note which check corrects the condition and report to TAC:

1. Observe the shift boot for bunching at the front of the boot causing the shifter to not fully engage in Park position. Boot should be down in console, not up toward shift knob. If pushing it down when shifting to Park corrects the condition, replace the knob/boot assembly.
2. Observe the Park switch voltage when shifted into and out of Park. Watch for Open and Closed condition. If it does not change when moved to Park, verify again that the boot is not in the way, and if not, replace the shifter.
3. Verify the connection at the shifter under the console is fully seated and locked, if not, disconnect and reconnect the connector.
4. Verify the shift cable adjustment is correct.

If you cannot duplicate the condition try to have the customer show you how it happens to them. If you can, observe:

1. The boot position and look for anything causing bunching at the front of the shifter.
2. Park switch voltage for movement when in and out of Park position.
3. Anything unique about how they park the vehicle and shift it into Park.
4. If the issue is duplicated, follow the checks above.
5. If the issue is not duplicated
 - 5.1 Verify the connection at the shifter under the console is fully seated and locked, disconnect and apply dielectric lubricant, GM PN 12377900, in Canada use 10953529, at the body harness and control assembly and reconnect the connector.
 - 5.2 Verify the shift cable adjustmen

Note: Engineering is still investigating the root cause. DO NOT CALL GM Technical Assistant Center for an update on the PI. The PI will be updated to a bulletin once the final root is understood.

Version History

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| Version | 2 |
| Modified | Created on May 29, 2018 6/13/2018 Updated Correction Information. |



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