



Service Bulletin

Bulletin No.: PIE0500

Date: January, 2019

ENGINEERING INFORMATION

Subject: Engineering Information – Service Engine Soon (SES) Light On When Snow and/or Ice Accumulates in the Active Grille Air Shutters, DTC P059F Set

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	2019				
	Silverado	2014	2018				
	Silverado 2500/3500		2019				
	Silverado LD						
	Silverado 1500 (New Model)	2019					
GMC	Sierra	2014	2018				
	Sierra 2500/3500						
	Sierra Limited	2019	2019				
	Sierra 1500 (New Model)						
	Terrain	2018					
	Yukon Models	2014					

Involved Region or Country	North America
Additional Options (RPO's)	Equipped with SHUTTERS-FRONT GRILLE, ACTIVE, UPR or SHUTTERS-FRONT GRILLE, ACTIVE, UPR AND LWR (RPOs VTI, WMI)
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on the service engine light being on when snow and/or ice accumulates in the active grille air shutters. Technicians may find DTC P059F set.
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, check the shutters through the grille opening of the vehicle. If snow and/or ice is present on the active grille air shutters, take pictures and submit through 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
Matthew Gully	(586) 217-1136

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
1481148*	Engineering Information – Pictures of Snow and/or Ice Present On the Active Grille Air Shutters	0.3 hr

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

Version	1
Modified	Released January 23, 2019