



Service Bulletin

Bulletin No.: PIE0505

Date: February, 2019

ENGINEERING INFORMATION

Subject: Engineering Information – Engine Running Rough and/or Check Engine Light Illuminated, DTCs P0300, P0301, P0302, P0303, P0304 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 | | | Equipped with 1.5L Engine (RPO LYX) | |
| GMC | Terrain | | | | | | |

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|----------------------------|--|
| Involved Region or Country | North America |
| 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 on the engine running rough and/or check engine light illuminated.</p> <p>Technicians may notice one of the following DTCs set:</p> <ul style="list-style-type: none">• P0300• P0301• P0302• P0303• P0304 |
| Cause | <p>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.</p> |

Correction

If you encounter a vehicle with the above concern, perform the following and contact the engineer listed below with your findings.

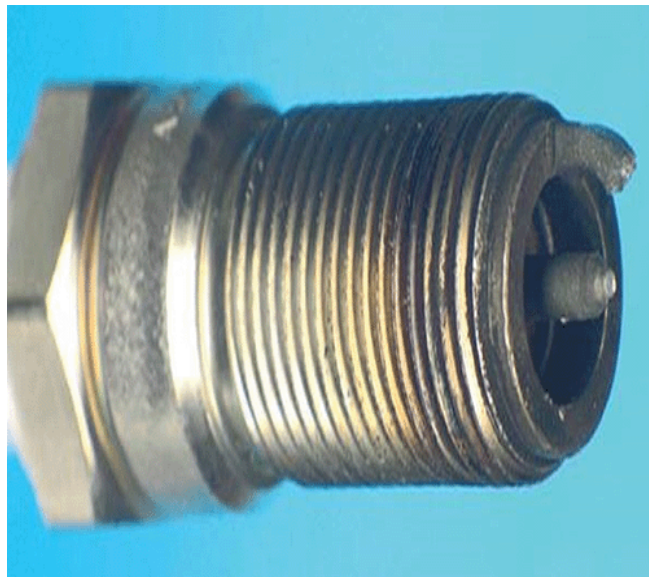
1. Determine if the following DTCs codes are set and use SI to continue to diagnose the cause.

- P0300
- P0301
- P0302
- P0303
- P0304



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2. Ceramic at firing end breaks and the loose piece is free to slide up and down (“rattler”) which covers the plug gap and prevents proper sparking (misfire code sets)



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3. Ceramic at firing end breaks. Combination of misfires and then firing with extra charge from previous misfires causes overheating of combustion gas around the plug and the ground electrode melts and the loose ceramic section slides off
4. If SI directs you to remove the spark plugs, check for a crack on the ceramic at firing end of the plug.
5. If the plug shows signs of cracks on the ceramic, ALL four plugs need to be replaced and returned to the Warranty Parts Center (WPC).

Note: Be careful **NOT** to side load the spark plugs during removal from the engine. This can result in additional damage.

Important: The technician will need to note the cylinder location for each plug being removed and package it in the original new plug packaging.

Contact Information

| Engineer Name | Phone Number |
|----------------|----------------|
| David Prawdzik | (248) 303-4478 |

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 |
|---|--|------------|
| 4086748* | Engineering Information – Engine Running Rough and/or Check Engine Light Illuminated, DTCs P0300, P0301, P0302, P0303, P0304 Set | 0.4 hr |
| * This is a unique labor operation for bulletin use only. | | |

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| Version | 1 |
| Modified | Released February 08, 2019 |