

Subject: Engineering Information – Pictures of Wire Damage or Incorrect Wire Harness Routings Causing Harness Damage

Attention: Please note that this Engineering Information (EI) takes on a slightly different type of format from the usual EI process. The main difference is - instead of requiring the dealer technician to call in to an Engineer to discuss the customer issue, this EI is asking only to submit the description of the issue and pictures. U.S. dealers should use the Field Product Reporting (FPR) App (reference bulletin 02-00-89-002). Canadian dealers should submit a Product Information Report (PIR) (reference bulletin 10-00-89-006). 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 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado HD	2020	2020	-	-	-	-
GMC	Sierra HD						

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 a issue that is caused by wire damage or an incorrect wire routing issue that results in a repair. Please, use the Field Product Reporting (FPR) App (in Canada, submit a PIR report), take pictures of the issue (per details below), fill out required fields (including adding EI number PIE0547 in the Condition Field) and Submit.</p> <p>Note: Instructions to load the FPR App to your phone and other detailed instructions can be found in the latest version of Bulletin 02-00-89-002 (U.S. Dealers).</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

Wire Harness Damage

If you encounter a vehicle where a customer comments on an issue that is caused by wire damage or an incorrect wire routing issue that drives a warrantable item type of repair on any 2020 Chevrolet Silverado HD or GMC Sierra HD models, use the Field Product Reporting (FPR) App (in Canada, submit a PIR report), take pictures of the issue (per details below), fill out required fields (including adding EI number PIE0547 in Condition Field) and Submit.

Please use the FPR App and take 2- 3 pictures:

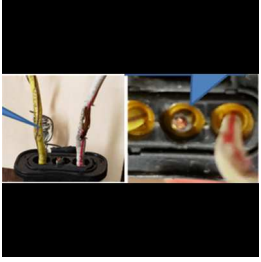
Example areas: Turbo, DEF injector, Interior body harness related to SDM, Airbag faults, Trailer plug inoperative, Camera failures, etc.

1. Take a picture of the entire area of the vehicle showing the location of the issue area.
2. Take a clear picture or two of the damaged area, to help understand what the type of issue (i.e. cut, pulled, impacted, water, chemical, rubbed, pinched, etc.)



Take a picture of the entire area of the vehicle showing the location of the issue area (example shown above: engine oil pressure sensor harness damaged at connector).

Note: Use colored tape or some other type of stick on marker and use it to indicate the area of concern.



Take a clear picture close up to better show the detail of the issue, as shown in the picture above.

Note: Use colored tape or some other type of stick on marker and use it to indicate the area of concern.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
5480758*	Engineering Information – Pictures of Wire Damage or Incorrect Wire Harness Routings Causing Damage	0.2 hr

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

Version	1
Modified	Released November 15, 2019