



Preliminary Information

PIC6416 All-Wheel Drive Off And Or Service All-Wheel Drive System Messages Displayed In The DIC

Models

| Brand: | Model: | Model Years: | VIN: | | Engine: | Transmissions: |
|--------|-----------|--------------|------|-----|---------|----------------|
| | | | from | to | | |
| Buick | Encore GX | 2020 | All | All | All | M3F |

| | |
|----------------------------|--|
| Involved Region or Country | North America |
| Additional Options (RPO) | F48 All-wheel drive, with driver mode select |
| Condition | <p>The Service All-Wheel Drive System and or All-Wheel Drive Off messages may be displayed in the (DIC), Driver Information Center.</p> <p>Upon a DTC scan check, it might be noted that DTC, C15C9 SYM02 is set in history and upon the next full ignition cycle the AWD (All-Wheel Drive) function will be restored.</p> <p>If the messages are being displayed, the AWD (All-Wheel Drive) system will be disabled without an actual fault.</p> |
| Cause | It was found that there was a software issue with the K47 Rear Differential Clutch Control Module. |

Correction:

If this DTC is set in history, it is very unlikely that this fault will set again and no repairs should be made.

Engineering is working on a permanent solution. As more information becomes available this PI will be updated or advanced to a bulletin.

If the DTC is setting current, then use published information found in Service Information to diagnose the concern.

Version History

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|----------|--------------------------|
| Version | 1 |
| Modified | 04/20/2020 - Created on. |



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