Subject: **Engineering Information – Instrument Panel Cluster (IPC) Gauges are Inoperative and/or Fluctuate, Multiple Warning Lights on Driver Information Center**

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 PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.**

This EI has been revised to include the 2020-2021 Enclave, Traverse, Acadia, Silverado 2500/3500, Sierra 2500/3500 and the Important statement under the Correction also removed DTCs. Please discard PIE0610.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2020	2021	-	-	-	-
Chevrolet	Silverado 1500						
	Silverado 2500/3500						
	Traverse						
GMC	Acadia						
	Sierra 1500						
	Sierra 2500/3500						

Involved Region or Country	North America
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 one or more of the following conditions: • Instrument panel cluster (IPC) gauges are inoperative and/or fluctuates. • Multiple warning lights on the driver information center (DIC).
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, follow the steps to help properly diagnose the condition to prevent a comeback and contact the engineer listed below.

Important: Please call the listed engineer **BEFORE** performing these procedures.

Note: For local cases, engineering will go to the dealership to capture the data from the Serial Data Gateway Module (SDGM) **BEFORE** performing any of the steps. Make sure to connect the appropriate battery maintainer to the vehicle in order to retain battery power until engineering is able to come to the dealer.

1. Using Techline Connect or GDS2, capture all DTC information using the vehicle wide DTC function.
2. Remove the power feed fuse for the SDGM, wait 1 minute and then reinstall the fuse.
3. Verify if the concern has been corrected. If not, move onto the next step.
4. Inspect the SDGM connector for any signs of being loose, bent, having backed out terminals or connector damage.
5. If a loose, bent or backed out terminal is found, replacement of the affected terminal is required.
6. If there is damage to the connector body, replace the connector housing per SI.

If the above steps do not resolve the condition, continue with following normal diagnostics in SI.

Contact Information

The Contact Information has been redacted.

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
5486118*	Engineering Information - Loss of Power, Instrument Panel Cluster (IPC) Gauges are Inoperative	0.5 hr
*This is a unique labor operation for bulletin use only.		

Version	2
Modified	Released January 20, 2021 Revised March 05, 2021 – Revised to include the 2020-2021 Enclave, Traverse, Acadia, Silverado 2500/3500, Sierra 2500/3500 and the Important statement under the Correction also removed DTCs.