

Subject: Engineering Information - Check Engine Lamp Illuminated On Driver Information Center (DIC), DTCs P18EB, P18E9 Se

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 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		
Buick	Envision	2021	2022	-	-	-	-

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 the Check Engine Lamp illuminated on Driver Information Center (DIC). Technicians may find the following DTCs set. - DTC P18EB Transmission Range Selector Switch 7-8-9 Stuck On - DTC P18E9 Transmission Range Selector Switch and Switch 2 and Switch 3 Stuck On
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, perform the following steps and contact the engineer listed below with your findings.

1. Ask the driver if they have pulled or pushed one of the shifter buttons for an extended period of time.
2. Check for any sticky substances around the shifter.
3. Ask the driver if any sticky substances had been spilled on the shifter.
4. Ask the driver when they noticed the check engine light (while driving, morning start up, long drive ect.).

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
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8486088*	Engineering Information - Check Engine Lamp Illuminated On (DIC), DTCs P18EB, P18E9 Set	0.3 hr
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Version	1
Modified	Released November 15, 2021