



# Service Bulletin

Bulletin No.: PIE0794B

Date: August, 2024

## ENGINEERING INFORMATION

**Subject:** Engineering Information - (EI Lite) - (Pictures Only) Oil Leaking from Oil Pan

**Attention:** Proceed with this EI Lite 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 this PIE, and proceed with diagnostics found in published service information. This EI Lite is asking ONLY to submit the description of the issue and pictures/video using the Field Product Reporting (FPR) App (reference bulletin 02-00-89-002). 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 remove the 2022-2023 Model Years and update the Correction. Please discard PIE0794A.

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision						
Cadillac	CT4	2024	2024	—	—	2.0L (RPO LSY)	—
	CT5						
	XT4						
	XT5						
	XT6						
Chevrolet	Blazer						
GMC	Acadia						

Involved Region or Country	U.S. Dealers ONLY
<b>Condition</b>	<p><b>Important:</b> If the customer did not bring their vehicle in for this concern, <b>DO NOT</b> proceed with this EI Lite.</p> <p>Some customers may comment on oil leaking from the oil pan.</p> <p><b>Note:</b> 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>
<b>Cause</b>	<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

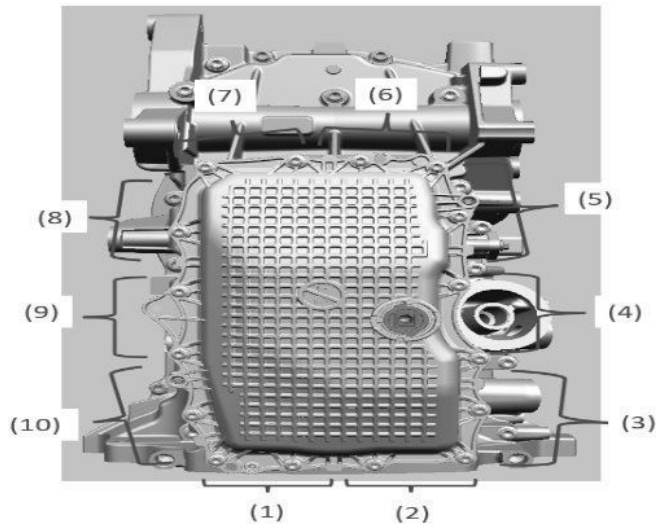
**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a

conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

If you encounter a vehicle where a customer comments on having oil leaking from the oil pan that drives a warrantable item type of repair on any of the listed Models shown above, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), and fill out the required fields (including adding PIE number **PIE0794** in the Condition Field) and submit.

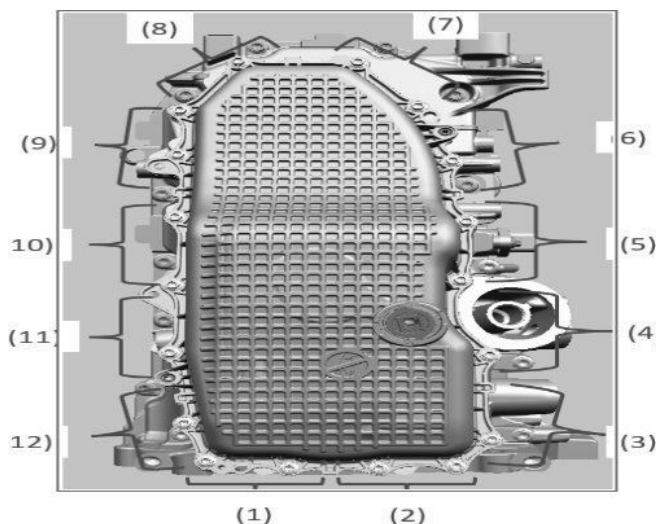
**Note:** GM has updated the Field Product Reporting App, and it is now part of the “Certified Service Mobile Toolbox” (CSMT). Instructions to load the App to your phone and other detailed instructions can be found in the latest version of Bulletin 02-00-89-002 (U.S. Dealers).

#### CT4 and CT5 Oil Pan



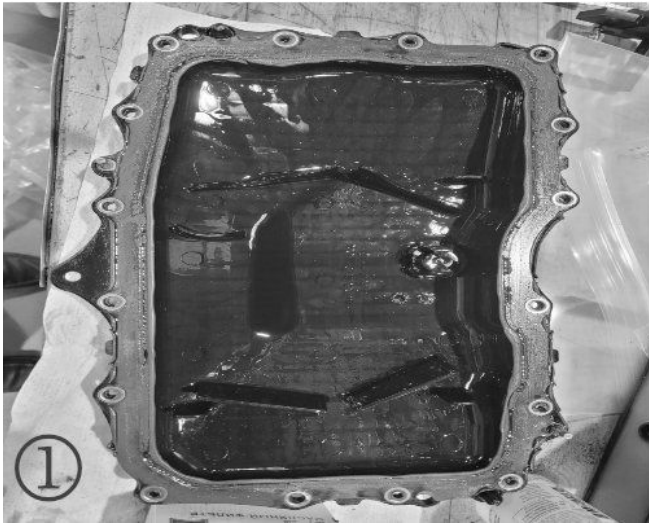
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#### XT4, XT5, XT6, Blazer, and Acadia Oil Pan



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Make an assessment based on which leak "zone" the oil is originating from on the oil pan and take a clear picture. Circle the identified leak area on a printout or PDF of the provided oil pan call out locator.



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1. Take a clear picture of sealing surface of the oil pan (1), as shown in picture above.

**Note:** Use colored tape or other type of stick-on marker to indicate area of concern.



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2. Take a clear picture of the LCE (2), as shown in the picture above.

**Note:** Use colored tape or other type of stick-on marker to indicate area of concern.

**Warranty Information**

If a Field Product Report is submitted, use: (EI LITE)

Labor Operation	Description	Labor Time
4088438*	Engineering Information - (EI Lite) - (Pictures Only) Oil Leaking from Oil Pan	0.3 hr
*This is a unique Labor Operation for bulletin use only.		

<b>Version</b>	3
<b>Modified</b>	Released June 10, 2024 Revised June 26, 2024 – Clarified the Correction to add marking the leak area. Revised August 14, 2024 – Removed the 2022-2023 Model Years and updated the Correction.

