



# Service Bulletin

Bulletin No.: PIE0801A

Date: October, 2024

## ENGINEERING INFORMATION

**Subject:** Engineering Information - Right and/or Left Tail Lamp Inoperative

**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.

This EI has been revised to update the Involved Region or Country. Please discard PIE0801.

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Traverse	2024	2024	—	—	—	—

<b>Involved Region or Country</b>	<b>Michigan, Ohio, Indiana, and Illinois Dealers ONLY</b>
<b>Condition</b>	Some customers may comment on the right and/or left tail lamp is inoperative. <b>Note:</b> It is important to NOT unplug the tail lamp and leave the tail lamp in the failed state. If the tail lamp connector has been cycled prior to seeing this EI and is no longer in the failed state, disregard this EI and return the vehicle to the customer.
<b>Cause</b>	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

**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 with the above concern, confirm that the right and/or left tail lamp is inoperative without removing the taillight or unplugging the taillight and contact the engineer listed below for further instructions.

### 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 an engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2086688*	Engineering Information - Right and/or Left Tail Lamp Inoperative	0.3
*This is a unique Labor Operation for bulletin use only.		

Version	2
Modified	Release September 17, 2024 Revised October 09, 2024 - Updated Involved Region or Country.

