



# Service Bulletin

Bulletin No.: PIE0807

Date: October, 2024

## ENGINEERING INFORMATION

**Subject:** Engineering Information - Malfunction Indicator Lamp (MIL) Illuminated on Driver Information Center (DIC), DTCs U0485, U1962 Set

**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:		Breakpoint:		Engine:	Transmission :
		from	to	from	to		
Chevrolet	Traverse	2024	2024	—	—	Equipped with 2.5L (RPO LK0)	—
GMC	Acadia						

Involved Region or Country	U.S. Dealers ONLY
<b>Condition</b>	Some customers may comment on the Malfunction Indicator Lamp (MIL) illuminated on the Driver Information Center (DIC). Technicians may find DTCs U0485, U1962 set.
<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, perform the following steps listed.

1. Verify that DTC U0485 and U1962 are set as current in the BCM.
2. Clear the codes, if one or both codes clear, **DO NOT** contact the engineer listed below.
  - 2.1. If both codes are still current after clearing the codes, please contact engineering.

### 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
2888038*	Engineering Information - (MIL) Illuminated on (DIC), DTCs U0485, U1962 Set	0.3 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released October 25, 2024

