



Service Bulletin

Bulletin No.: PIE0814

Date: January, 2025

ENGINEERING INFORMATION

Subject: Engineering Information - Service AWD Lamp Illuminated on Driver Information Center (DIC), DTC C11C4 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	Equinox	2025	2025	—	—	—	—
GMC	Terrain						

Involved Region or Country	U.S. Dealers ONLY
Additional Options (RPOs)	Equipped with CHASSIS DRIVE LINE - ALL WHEEL DRIVE (AWD)/FOUR WHEEL DRIVE(4WD), DRIVER SELECT (RPO F48)
Condition	Some customers may comment on the Service AWD Lamp illuminated on Driver Information Center (DIC). Technicians may find DTC C11C4 set.
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

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 and contact the engineer listed below with your findings and for further instructions.

Important: DO NOT clear any codes or replace any parts.

1. Collect the following DTC codes, read and failure record also the freeze frame data for AWD related faults.

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
3086058*	Engineering Information - Service AWD Lamp Illuminated on (DIC), DTC C11C4 Set	0.5 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released January 17, 2025

