



# Service Bulletin

Bulletin No.: PIE0814A

Date: March, 2025

## ENGINEERING INFORMATION

**Subject:** Engineering Information - Service AWD Lamp Illuminated on Driver Information Center (DIC), DTC C0090 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.

This EI has been revised to update the Subject, Condition, Correction, Contact Information, and Warranty Information. Please discard PIE0814.

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 MGH)
Condition	Some customers may comment on the Service AWD Lamp illuminated on Driver Information Center (DIC). Technicians may find DTC C0090 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.

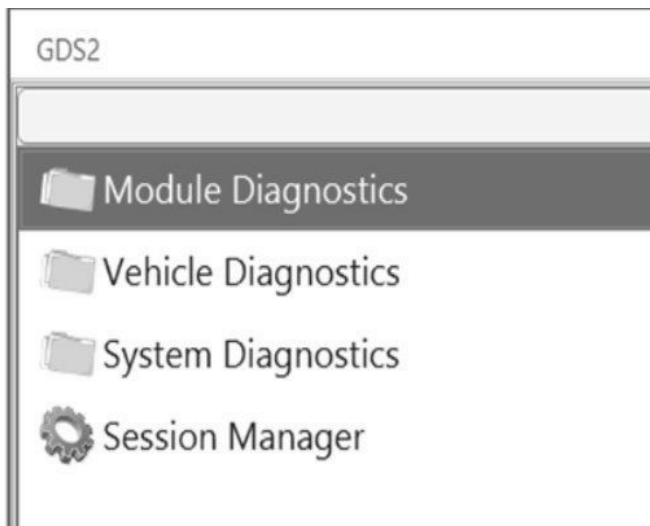
### Correction

**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.

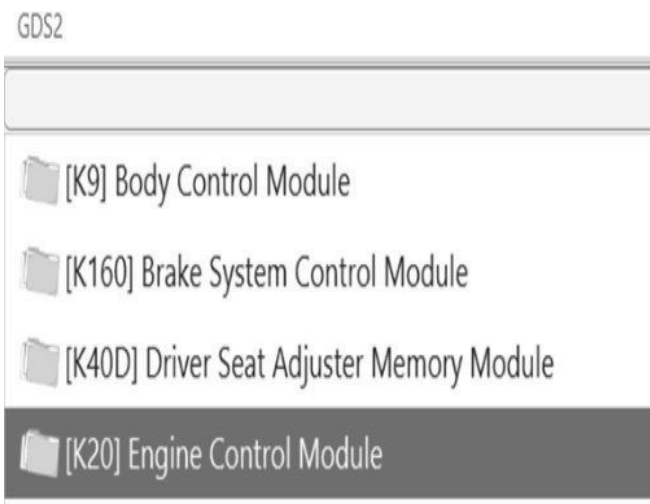
**Important:** DO NOT clear any codes or replace any parts.

Capture Failure Record/Freeze Frame from K20 module.



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1. Go to Module Diagnostic.



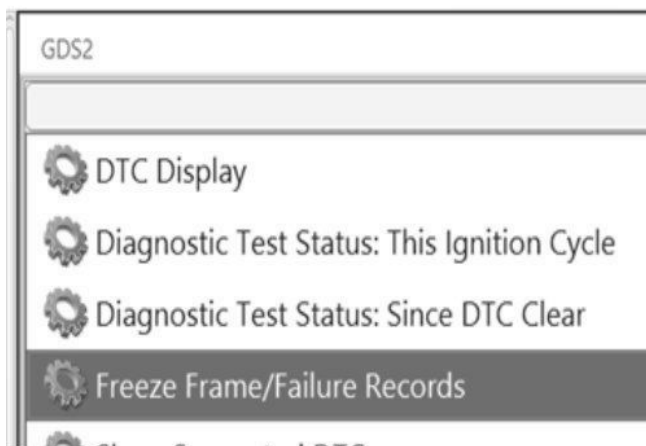
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- 1.1. Select the K20 Engine Control module.



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- 1.2. Go into the DTC folder.



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- 1.3. Select Freeze Frame to read the information off the ECM.



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- 1.4. After the freeze frame data is collected go to home screen via the Home button.



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- 1.5. Select Review Stored data.

Sessions					
VIN	Model Year	Make	Model	Equipment	Timestamp
3GNALU000L110426	2025	Chevrolet	Equinox	Equinox	Feb. 24, 2025 5:30:06 PM
3GNAXT007L200572	2025	Chevrolet	Equinox	Equinox	Feb. 13, 2025 6:32:40 PM
3GNAXP001L148958	2025	Chevrolet	Equinox	Equinox	Feb. 12, 2025 2:46:59 PM
3GNAXP000L100177	2025	Chevrolet	Equinox	Equinox	Feb. 10, 2025 10:51:58 AM
SL100Y77	2025	Chevrolet	Equinox	Equinox	Feb. 4, 2025 4:45:18 PM
3GNALU000L112130	2025	GMC	Terrain	Terrain	Jan. 31, 2025 11:10:55 AM
3GNAXP000L146327	2025	Chevrolet	Equinox	Equinox	Jan. 22, 2025 4:07:34 PM
3GNAXT000L111261	2025	Chevrolet	Equinox	Equinox	Jan. 14, 2025 10:12:11 AM

Stored Data					
Timestamp	Module Name	Application Type	Application Name	User Notes	Language
Feb. 24, 2025 5:30:06 PM	Engine Control Module	Diagnostic Trouble Codes (DTC)	Freeze Frame/Failure Records		ENGLISH
Feb. 18, 2025 9:52:51 AM	Engine Control Module	Diagnostic Trouble Codes (DTC)	Freeze Frame/Failure Records		ENGLISH
Feb. 18, 2025 9:41:35 AM	Engine Control Module	Diagnostic Trouble Codes (DTC)	Freeze Frame/Failure Records		ENGLISH

1.6. Click on the Edit button.

Sessions					
VIN	Model Year	Make	Model	Equipment	Timestamp
3GNALU000L110426	2025	Chevrolet	Equinox	Equinox	Feb. 24, 2025 5:30:06 PM
3GNAXT007L200572	2025	Chevrolet	Equinox	Equinox	Feb. 13, 2025 6:32:40 PM
3GNAXP001L148958	2025	Chevrolet	Equinox	Equinox	Feb. 12, 2025 2:46:59 PM
3GNAXP000L100177	2025	Chevrolet	Equinox	Equinox	Feb. 10, 2025 10:51:58 AM
SL100Y77	2025	Chevrolet	Equinox	Equinox	Feb. 4, 2025 4:45:18 PM
3GNALU000L112130	2025	GMC	Terrain	Terrain	Jan. 31, 2025 11:10:55 AM
3GNAXP000L146327	2025	Chevrolet	Equinox	Equinox	Jan. 22, 2025 4:07:34 PM
3GNAXT000L111261	2025	Chevrolet	Equinox	Equinox	Jan. 14, 2025 10:12:11 AM

Done	Email	Export	Options
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- 1.7. Select the vehicle for which you just captured the data and click the Export button.
2. Send the session log zip folder over to the 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
3086058*	Engineering Information - Service AWD Lamp Illuminated on (DIC), DTC C0090 Set	0.5 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	2
Modified	Released January 17, 2025 Revised March 12, 2025 - Updated the Subject, Condition, Correction, Contact Information, and Warranty Information.

