

**Subject:** Engineering Information – Instrument Panel Cluster (IPC) Gages at Zero, Multiple Warning Lights On, No Chimes and/or Turn Signal Audio

**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 PI 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 PIE has been revised to updated information in the Correction. Please discard PIE0554A.*

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2019	2020	-	-	-	-
Chevrolet	Silverado LD		2019				
	Silverado 2500/3500	2020					
	Suburban						
	Tahoe						
GMC	Sierra Limited	2019					
	Sierra 2500/3500	2020					
	Yukon Models						

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<p><b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on one or more of the following conditions.</p> <ul style="list-style-type: none"> <li>• Instrument panel cluster (IPC) gages at zero.</li> <li>• Multiple warning messages on the Driver's Information Center on the IPC.</li> <li>• Multiple warning lights on the (IPC).</li> <li>• No gear indication on the PRNDL.</li> <li>• No turn signal audio or indicator on the IPC, but external signals function.</li> <li>• Radio stays on when door is opened.</li> </ul>
<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

If you encounter a vehicle with the above concern, the dealership service writer needs to ask the customer if the malfunction began at startup or while driving then verify that **ALL** symptoms are occurring **BEFORE** installing the battery saver or charger to assure battery does not go dead then call the engineer listed below.

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

Labor Operation	Description	Labor Time
3486998*	Engineering Information – Instrument Panel Cluster Gages at Zero, Multiple Warning Lights On, No Chimes	0.4 hr

\* This is a unique labor operation for bulletin use only.

<b>Version</b>	3
<b>Modified</b>	Released February 13, 2020 Revised March 05, 2020 – Updated the Correction information for Steps 1, 2,4 and 4.1. Revised June 02, 2020 – Updated information in the Correction.