

Subject: Engineering Information - Service Engine Soon Lamp Illuminated, DTCs P0494, P2CB9, U0632 and/or U0633 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:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2021	-	-	Applies to ALL Engines	-
Chevrolet	Silverado 1500	2020	2020			Applies to ALL Engines EXCEPT 3.0L (RPO LM2)	
	Silverado 1500	2021	2021			Applies to ALL Engines	
	Suburban						
	Tahoe						
GMC	Sierra 1500	2020	2020	Applies to ALL Engines EXCEPT 3.0L (RPO LM2)			
	Sierra 1500	2021	2021	Applies to ALL Engines			
	Yukon Models						

Involved Region or Country	North America
Condition	<p>Important: 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 the Service Engine Soon Lamp Illuminated. Technicians may find one or more of the following DTCs set.</p> <ul style="list-style-type: none"> - P0494 - Engine Cooling Fan Speed Too Low - P2CB9 - Cooling Fan 2 Underspeed Performance - U0632 - Lost Communication with Engine Cooling Fan - U0633 - Lost Communication with Engine Cooling Fan 2
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

If you encounter a vehicle with the above concern, document which codes have been triggered, check for blown fuses and/or debris in the cooling fan motor blades. Contact the engineers listed below with your findings for further diagnostic instruction.

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
4087678*	Engineering Information - Service Engine Soon Lamp Illuminated, Multiple DTCs Set	1.1 hr
* This is a unique labor operation for bulletin use only.		

Version	1
Modified	Released November 25, 2020