



Preliminary Information

PIC6416 All-Wheel Drive Off And Or Service All-Wheel Drive System Messages Displayed In The DIC

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Encore GX	2020	All	All	All	M3F

Involved Region or Country	North America
Additional Options (RPO)	F48 All-wheel drive, with driver mode select
Condition	The Service All-Wheel Drive System and or All-Wheel Drive Off messages may be displayed in the (DIC), Driver Information Center. Upon a DTC scan check, it might be noted that DTC, C15C9 SYM02 is set in history and upon the next full ignition cycle the AWD (All-Wheel Drive) function will be restored. If the messages are being displayed, the AWD (All-Wheel Drive) system will be disabled without an actual fault.
Cause	It was found that there was a software issue with the K47 Rear Differential Clutch Control Module.

Correction:

If this DTC is set in history, it is very unlikely that this fault will set again and no repairs should be made.

Engineering is working on a permanent solution. As more information becomes available this PI will be updated or advanced to a bulletin.

If the DTC is setting current, then use published information found in Service Information to diagnose the concern.

Version History

Version	1
Modified	04/20/2020 - Created on.



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