



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Door Lock Cylinder Cover Missing, Broken, or Loose

**Models:** 2015 Cadillac Escalade, Escalade ESV

**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 the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

*This PI has been revised to update the Contact Information. Please discard PIE0331.*

### Condition

**Important:** If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment that the door lock cylinder cover is either missing, broken or loose.

### 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.

### Instructions

If you encounter a vehicle with the above concern, contact one of the engineers below with the answers to the following questions.

- Who is finding the cover missing, broken or loose?
- When was it first discovered?
- Has the cover ever been removed?
  - ⇒ If the cover has ever been removed, what was the reason for removal?

### Contact Information

Engineer Name	Phone Number
Scott Sorbie	586-907-0541
Clifford Carlson	586-533-0240
Graham Spence	586-907-4860

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
2080468*	Engineering Information – Door Lock Cylinder Cover Missing, Broken, or Loose	0.3 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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