



# Service Bulletin

## INFORMATION

**Subject:** Engineering Information – Rear Bumper Step Pad Melted or Warped

**Models:** 2015-2016 Chevrolet Silverado

2015-2016 GMC Sierra

Equipped with Diesel Engine (LML) or Gas Engine (L96) with Assist Corner Steps (BWN)

**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.

### 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 rear bumper step pad is melted or warped.

### 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, record the following information:

1. Was the customer using the vehicle for towing or hauling?
2. Provide the up/down measurement of the exhaust tailpipe relative to the bumper.
3. Inspect/record any visible damage to the vehicle (Example is exhaust bent).
4. Record any DTCs or dash messages displayed if any.
5. For Diesel Engines, verify that the "Service Regeneration" of the DPF system is running properly on the heavy duty truck.
6. Ensure the engine calibration is checked and is the latest version released by GM for that vehicle.  
Refer to the latest versions of Bulletins 14-06-04-003 (for Diesel Engines) and 09-06-04-026 (for Gas Engines).
7. Contact the engineer listed below with the recorded information gathered.

### Contact Information

Engineer Name	Phone Number
Vera Ljajcaj	586-533-1793

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
1480668*	Engineering Information — Rear Bumper Step Pad Melted or Warped	0.6 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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