



File in Section: -

Bulletin No.: PIE0498

Date: December, 2018

Service Bulletin

ENGINEERING INFORMATION

Subject: Engineering Information – Pictures of Door Weather Strip, Door Body Fit and/or Rear Tail Lamp Moisture Product Issues Covered Under Warranty

Attention: Please note that this Engineering Information (EI) takes on a slightly different type of format from the usual EI process. The main difference is - instead of requiring the dealer technician to call in to an Engineer to discuss the customer issue, this EI is asking only to submit the description of the issue and pictures using the Field Product Reporting (FPR) App (reference bulletin 02-00-89-002). 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.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2019			All	All
Cadillac	XT4						
	XT5						
Chevrolet	Colorado						
	Silverado LD						
	Silverado 1500 (New Model)	2019	2019				
	Suburban	2018	2019				
	Tahoe						
Traverse							
GMC	Acadia						
	Canyon						
	Sierra Limited						
	Sierra 1500 (New Model)	2019	2019				
		Yukon Models	2018				

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 a product issue with the door weather strip, door body fit, and/or rear tail lamp moisture. Please use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number PIE0XXX in Condition Field) and Submit.</p> <p>Note: Instructions to load the FPR App to your phone and other detailed instructions can be found in the latest version of Bulletin 02-00-89-002 (U.S. Dealers).</p>
Cause	<p>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.</p>

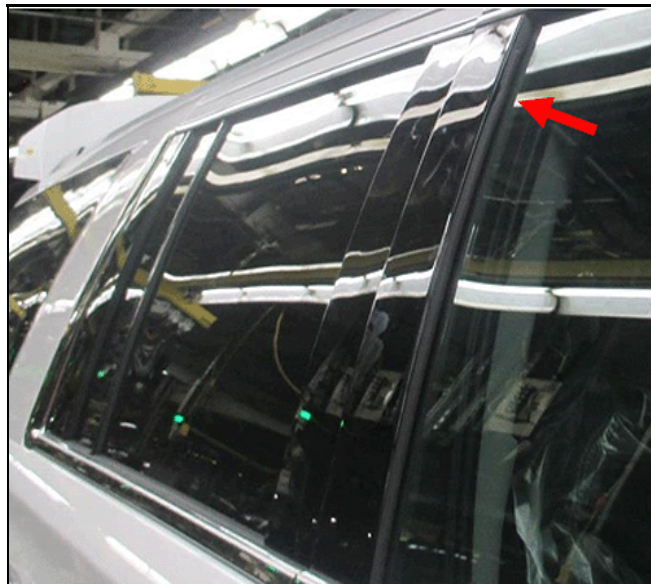
Correction

If you encounter a vehicle with the above concerns, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number PIE0XXX in Condition Field) and Submit.

Door Weather Strip

2018-2019 any of the Models/Model Years listed - Front or Rear Door Weather Strip issues including: glass run channels and door/body seals (weather strips) i.e. deformed, warped, wavy, tucked, etc. as seen by the customer or if deemed the root cause to wind noise or water leak issue (for issues covered under warranty only). Please use the FPR App and take 2 pictures:

1. A picture of the entire door showing the location of the issue area.
2. A picture close-up to better show the detail of the issue.



5190061

1. Shown above is a picture of the entire door showing the location of the issue area.

Note: Colored tape or other type of stick on marker can be used to indicate area of concern.



5190070

2. Shown above is a picture close-up to better show the detail of the issue.

Note: Colored tape or other type of stick on marker can be used to indicate area of concern.

Door Adjustment or Replacement

2018-2019 Cadillac XT4 **ONLY**, for any Front or Rear Door Adjustment or Replacement (for issues covered under warranty only). Please use the FPR App and take 3 pictures:

1. A picture of the entire door showing the location of the issue area.
2. A picture with a measurement tool to show magnitude of gap/flush/fit issue.

Note: Care should be taken to **NOT** damage the painted surface with the measurement tool.

3. A picture without the measurement tool to better show the customers perspective of the fit issue.

Additionally, use measurement tools to obtain data for gaps between door and fender, other door, rear quarter panel, etc. Use measurement tools to obtain data on whether door is inboard or outboard at the problematic location.



5190079

1. Shown above is a picture of the entire door showing the location of the issue area.

Note: Colored tape or other type of stick on marker can be used to indicate area of concern.



5190109

2. Shown above is a picture with a measurement tool to show magnitude of gap/flush/fit issue.

Note: Care should be taken to **NOT** damage the painted surface with the measurement tool.



5190125

3. Shown above is a picture without the measurement tool to better show the customers perspective of the fit issue.

Rear Tail Lamp Moisture

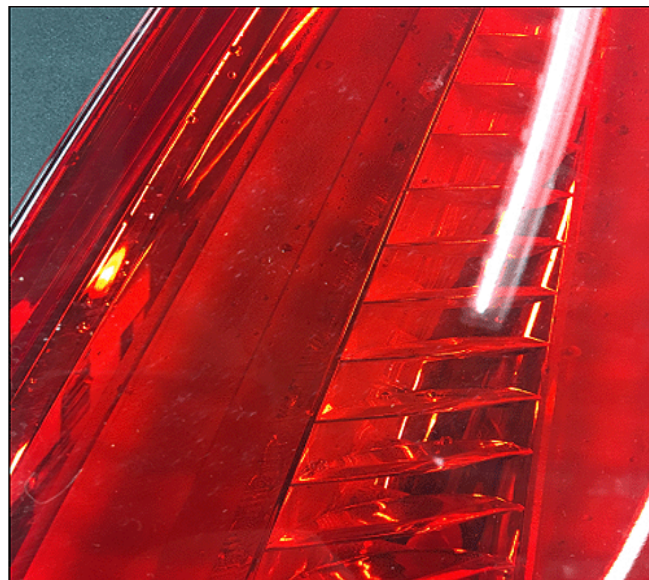
2018-2019 Cadillac XT4 and XT5 **ONLY**, for any Rear Tail Lamp Moisture (for issues covered under warranty only). Please use the FPR App and take 2 pictures.

1. A picture of the lamp part number information.
2. A picture close-up to better show the detail of the issue.



5192025

1. Shown above is a picture of the lamp part number information.



5190212

2. Shown above is a picture close-up to better show the detail of the issue.

Warranty Information

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

Labor Operation	Description	Labor Time
1081968*	Engineering Information – Pictures of Product Issues Covered Under Warranty	0.2 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released December 10, 2018