



Service Bulletin

Bulletin No.: PIE0510



Date: February, 2019

ENGINEERING INFORMATION

Subject: Engineering Information – Instrument Panel Upper Skin Delaminating Near Passenger Airbag Door

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

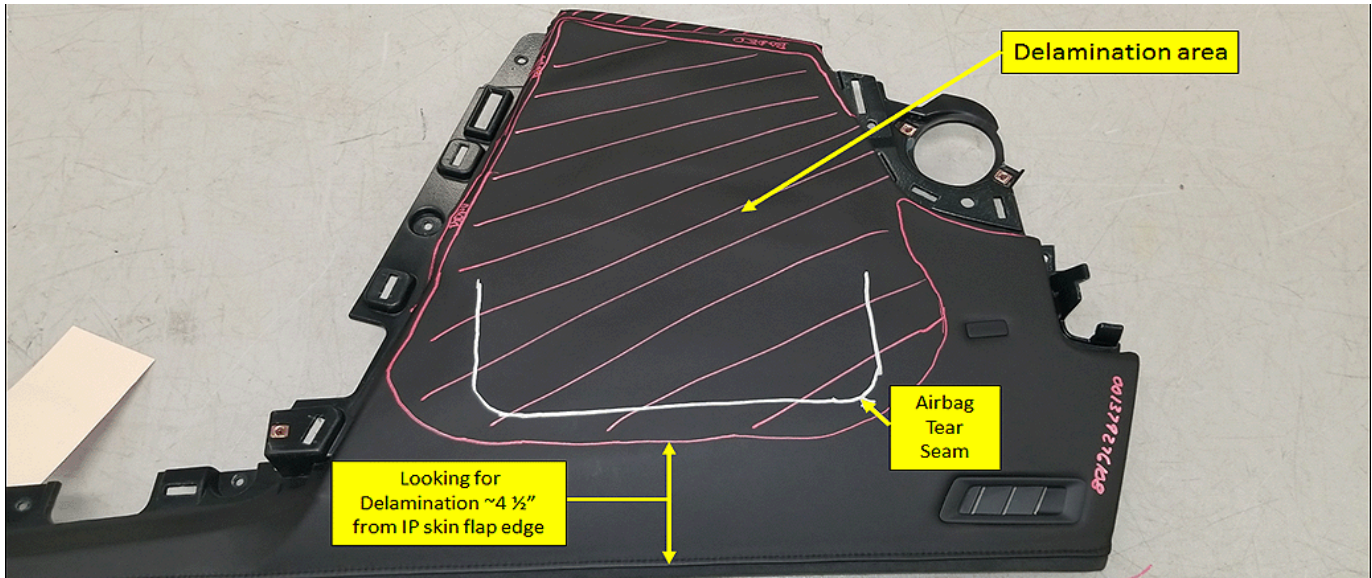
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2017	2019				

Involved Region or Country	North America
Additional Options (RPO's)	Equipped with INTERIOR TRIM-JET BLACK, INTERIOR TRIM CONFIG-LEATHER, LEVEL 6, JET BLACK, INTERIOR TRIM-MAPLE SUGAR/JET BLACK, INTERIOR TRIM CONFIG-LEATHER, LEVEL 6, MAPLE SUGAR/JET BLACK (RPOs 4AA, HMR, 4GC, HMS)
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div> <p style="text-align: right; font-size: small;">5237408</p> <p>Some customers may comment on the instrument panel upper skin is delaminating near the passenger airbag door.</p>
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.

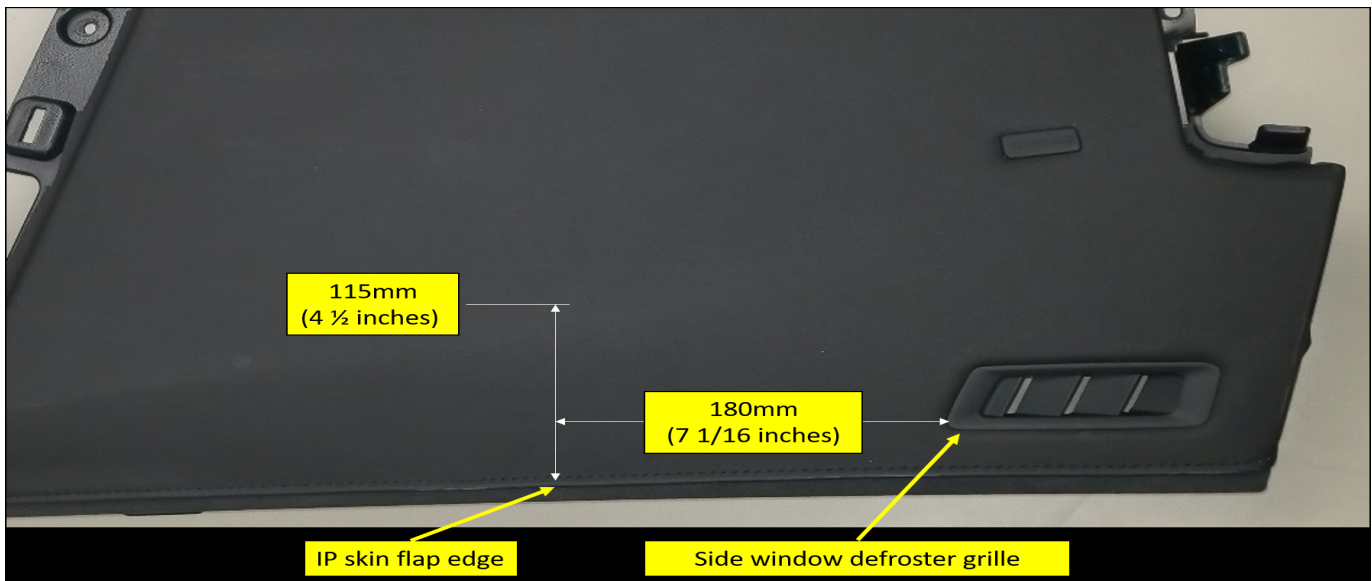
Correction

If you encounter a vehicle with the above concern, perform the following checks and contact the engineers listed below with your findings.

1. Confirm the vehicles VIN# to make sure it contains leather IP skin with one of the RPOs listed.



5240437



5240436

Important: Measure 7 1/16" to left from front corner of side window defroster grille. Then measure from the IP skin flap edge toward the windshield 4 1/2". Delamination should reach this area, beyond the airbag tear seam, to be considered a part for this investigation. If delamination does not reach this point, replace the IP Upper Trim Panel, there is no need to return it. If it is beyond the tear seam, remove IP Upper Trim Panel and Airbag as an assembly and return it as instructed in the Word document of this EI. Then replace both parts.

2. Analyze the instrument panel for signs of delamination and confirm that it is within the measurements as shown in the photos above.

Contact Information

Engineer Name	Phone Number
Jungbae An (JB)	(586) 335-1829
Mike Zimmerman	(586) 713-0086

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
2081928*	Engineering Information – Instrument Panel Upper Skin Delamination Near Passenger Airbag Door	0.3 hr
* This is a unique labor operation for bulletin use only.		

Version	1
Modified	Released February 19, 2019