

Subject: Engineering Information – Pictures of Paint Quality Issues (U.S. Only)

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. If the customer has not commented about this condition, disregard this EI 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		
Cadillac	All	2019	2020	-	-	-	-

Involved Region or Country	United States
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 paint quality issue that drives a warrantable item type of repair on any 2019 or 2020 Cadillac Model. Please include body panel paint quality issues ONLY (DO NOT include paint body add on parts like fascias, door handles, mirrors, moldings etc.). Please use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number PIE0545 in the 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 Service Bulletin 02-00-89-002 (U.S. Dealers).</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.

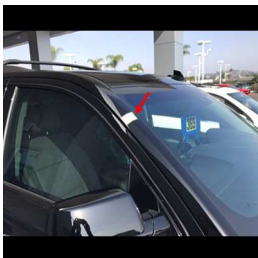
Correction

Paint Quality Issues

If you encounter a vehicle where a customer comments on a paint quality issue that drives a warrantable item type of repair on any 2019 or 2020 Cadillac Model, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number PIE0545 in Condition Field) and Submit. Please include body panel paint quality issues ONLY (DO NOT include paint body add on parts like fascias, door handles, mirrors, moldings etc.). Also, include root cause if known, including paint film builds, dirt in the paint, etc. on the affected panel.

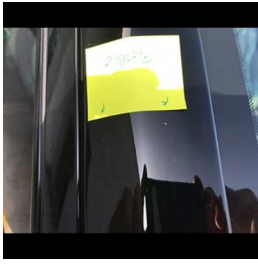
Please use the FPR App and take 2- 3 pictures:

1. Take a picture of the entire area of the vehicle showing the location of the issue area.
2. Take a clear close-up picture/s to better show the detail of the issue.



1. Take a picture of the entire area of the vehicle showing the location of the issue area, as shown in the picture above.

Note: Use colored tape or some other type of stick on marker and use it to indicate the area of concern.



1. As shown above, a close-up picture of the entire area of the vehicle showing the location of the issue area.

Note: Use colored tape or some other type of stick on marker and use it to indicate the area of concern.

Warranty Information

If a Field Product Report is submitted, use:

Labor Operation	Description	Labor Time
1481258*	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 November 06, 2019