

Subject: Engineering Information – Side Door Molding Loose and/or Lifted

Attention: Please note that this Engineering Information (EI Lite) takes on a slightly different type of format from the standard 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 Lite 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 Lite 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 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2019	2020	-	-	-	-

Involved Region or Country	United States Dealers ONLY
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI Lite. Some customers may comment on an issue that concerns loose/lifted door molding that results in a repair. Please, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number PIE0552 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 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

Loose and/or Lifted Side Door Molding

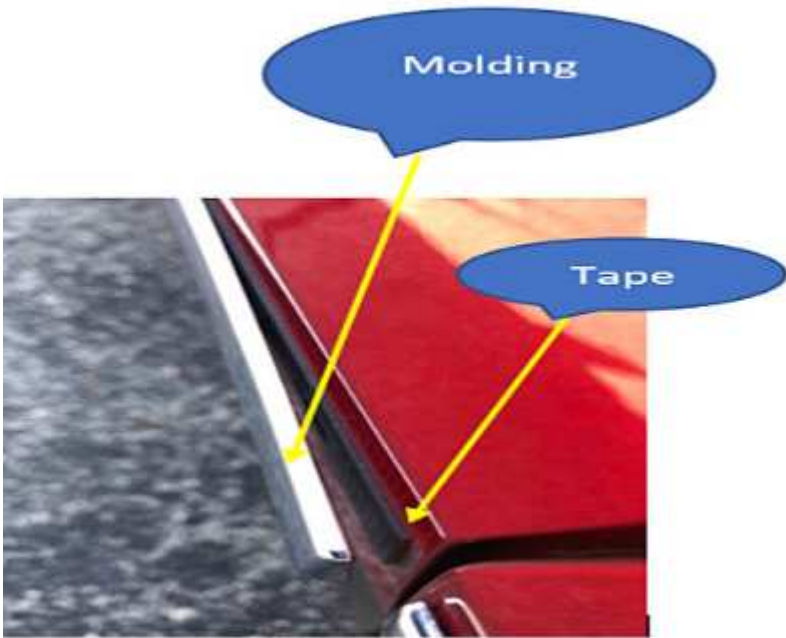
If a customer comments on an issue that concerns loose/lifted door molding that results in a repair on any 2019 - 2020 Cadillac XT5 model. Please, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number **PIE0552** in the Condition Field) and Submit.

1. Take a picture of the entire area of the vehicle showing the location of the issue area.
2. Take clear close up picture's of the issue are.



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

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



Shown above is a example of a clear close-up picture to better show the detail of the issue (example picture showing: the side door molding area on the vehicle and the actual area on the molding part that comes loose and/or lifted). Also, If the molding is coming loose and/or lifted, indicated if the tape adhesive has lifted from the door (body panel), or the tape adhesive has separated from the molding.

Warranty Information

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

Labor Operation	Description	Labor Time
1086138*	Engineering Information – Pictures of Product Issues Covered Under Warranty (Side Door Molding)	0.2 hr
* This is a unique labor operation for bulletin use only.		

Version	1
Modified	December 20, 2019