

**Subject:** Engineering Information – Photos of Wire, Connector or Terminal Damage or Wire Harness Routing Causing Damage

*This EI has been revised to remove the Silverado/Sierra models and add the XT5/XT6 models and update the Subject, Condition, Cause and Correction. Please discard PIE0547.*

**Attention:** This Engineering Information (EI) does not require the technician to call an engineer. 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).

**Attention:** Proceed with this EI **ONLY** if the customer has a concern that requires a wiring, connector or terminal repair to correct **AND** the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer does not have a concern that requires a wiring, connector or terminal repair to correct, or the EI does not show in GWM/IVH, disregard the 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	XT5	2020	2020	—	—	—	—
	XT6						

Involved Region or Country	U.S. Dealers ONLY
Condition	Some customers may comment on an issue that is caused by wire, connector or terminal damage or an incorrect wire routing issue that results in a repair.
Cause	GM Engineering is attempting to determine the root cause of wire, connector, terminal and harness damage during assembly and vehicle operation in order to improve processing and durability and we are asking for your help. Engineering has a need to gather information on vehicles <b>PRIOR</b> to and <b>AFTER</b> wire, connector, terminal or wire harness repairs. As a result, this information will be used to "root cause" the issue that led to the customer's concern and develop/validate potential design/assembly modifications, or even a field fix.

Correction

Wire Harness Damage

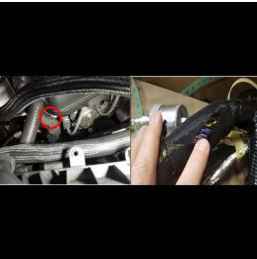
If you encounter a vehicle where a customer comments on an issue that is caused by wire, connector, or terminal damage or an incorrect wire harness routing issue that drives a warrantable item type of repair on any 2020 Cadillac XT5 or 2020 Cadillac XT6, take pictures of the issue (per details below), fill out required fields (including adding EI number **PIE0547A** in the Condition Field) and Submit.

**Note:** GM has updated the Field Product Reporting App, and it is now part of the "Certified Service Mobile Toolbox" (CSMT) Instructions to load the 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).

Example areas: Engine, IP, or Body harness, Connectors and terminals, Camera, Mirror, Power Seats, Sunroof, Door Locks, Power Windows, other system failures, etc.

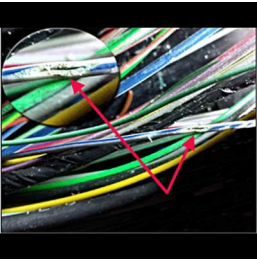
- 1. Take a picture of the entire area of the vehicle showing the location of the issue area.
- 2. Take a clear picture or two of the damaged area to help us understand the type of issue (i.e. cut, pulled, impacted, water, chemical, rubbed, pinched, etc.).

**Note:** For wiring harness mis-routing concerns, please take a **Before** and **After** photo to show the incorrect routing and your routing correction.



Shown above is a example of the area of the vehicle showing the location and a closer photo of the issue area. If possible, also show the damage.

#### Examples of Chaffed and Corroded Wires



**Note:** Use colored tape (1), shown above, or some other type of stick-on marker and use it to indicate the area of concern.

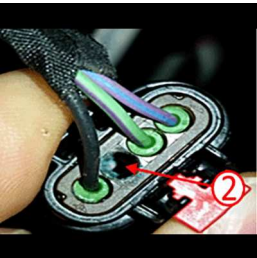
#### Example of Terminal Damage - Bent, Backed Out, Broken, etc.



#### Example of Connector Damage from a Bent Terminal



#### Example of a Connector Missing Plug Allowing Water Intrusion

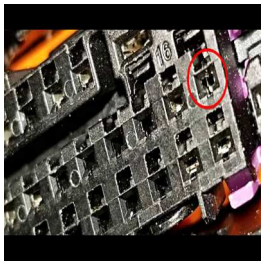


#### Example of Corrosion in the Connector

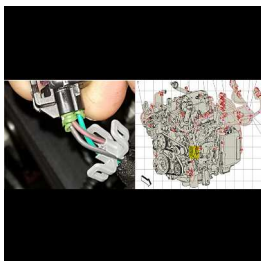


**Note:** Include water intrusion point if possible (example: body plug, pin hole/gap in sealer, etc.).

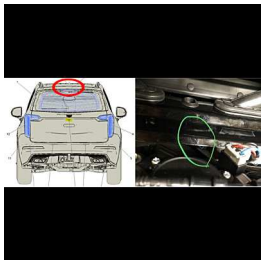
**Example of a Connector with Body Damage to the Locking Tab**



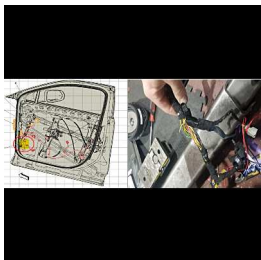
**Example of a Connector with Damage Terminals Backed Out and the Location of the Connector**



**Example of a Connector Disconnected at Camera Pigtail**



**Example of Door Harness Damage / Power Window Inoperative**



**Warranty Information**

If a Field Product Report is submitted, use:

Labor Operation	Description	Labor Time
5480758*	Engineering Information – Pictures of Wire Damage or Incorrect Wire Harness Routings Causing Damage	0.2 hr
*This is a unique Labor Operation for bulletin use only.		

Version	2
Modified	Released November 15, 2019 August 06, 2020 – Removed the Silverado/Sierra models and added the XT5/XT6 models and updated the Subject, Condition, Cause and Correction.