

Subject: Engineering Information - Request for Pictures On Front and/or Rear Bumper Fascias with Customer Paint Concerns

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 with PIE number and pictures using the Field Product Reporting (FPR) App (reference the latest version of Service Bulletin 02-00-89-002). Proceed with this EI ONLY if the customer has the above concern, AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer does not have the above concern, or this PIE number does not show in GWM/IVH, 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	Escalade Models	2021	2021	-	-	-	-
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon Models						

Involved Region or Country	U.S. Dealers ONLY
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 one or more of the following paint concerns with the front and/or rear fascias.</p> <ul style="list-style-type: none"> • Transit damage • Chipping at part interfaces • Contamination • Bubbling, etc.
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 where a customer comments on a front and/or rear fascia paint concern that drives a warrantable item type of repair please use the Field Product Reporting (FPR) App, take 2 pictures of the issue (per details below), fill out required fields (including adding PIE number **PIE0595** in the Condition Field) and Submit. Then, perform the proper repair.

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).

1. Document the VIN, Odometer and Condition and PIE number.
2. Take 1 picture showing the entire fascia indicating the area of concern.
3. Take 1 picture showing a clear close up of the area of concern.

Warranty Information

If required information was provided, use:

Labor Operation	Description	Labor Time
1481468*	Engineering Information - Request for Pictures of Paint Concerns On Front and/or Rear Bumper Fascias	0.3 hr

* This is a unique labor operation for bulletin use only.

Version	1
Modified	Released October 28, 2020