

Subject: Engineering Information – Turn Signal is Not Canceling and/or Mis-Canceling

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 PIE 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 detail on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2021	—	—	—	—
Chevrolet	Corvette	2020					
	Silverado 1500						
	Silverado 2500HD/3500HD						
	Suburban	2021					
	Tahoe						
GMC	Sierra 1500	2020					
	Sierra 2500HD/3500HD						
	Yukon Models	2021					

Involved Region or Country	North America
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment that the turn signal is not canceling and/or mis-canceling.
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 steps and contact the engineers listed below with your findings.

1. Remove the steering column shroud to expose the turn signal bracket and ensure that the turn signal stalk is clipped in on both sides of the bracket. Refer to *Steering Column Upper Trim Cover Replacement* in SI.
2. Can the snaps be engaged? (i.e. are you able to snap the turn signal back into place)
 - If yes, please re-engage the snaps, test functionality and document that the turn signal clips were not fully seated.
 - If no, replace and return the turn signal and Column Electrical Assembly (CEA) bracket that holds the turn signal in place.
3. If the turn signal stalk is fully seated within the bracket, please return and replace the full turn signal assembly with the stalk, CEA, and bracket all in one through the normal Warranty Parts Center (WPC) process.

Contact Information

The Contact Information has been redacted.

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
7486038*	Engineering Information - Turn Signal is Not Canceling and/or Mis-Canceling	0.4 hr
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released March 30, 2021