

**Subject:** Engineering Information - Request for Pictures On Front Center Floor Console Appearance and/or Cup Holder Door Function Issues

**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	Escalade Models	2021	2021	-	-	-	-

<b>Involved Region or Country</b>	United States Dealers ONLY
<b>Condition</b>	<p><b>Important:</b> 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 concerns with the front center floor console appearance and/or cup holder door function issues. Please, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number <b>PIE0629</b> in the Condition Field) and Submit.</p> <p><b>Note:</b> 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>
<b>Cause</b>	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.

### Front Center Floor Console Appearance and/or Cup Holder Door Function Issues

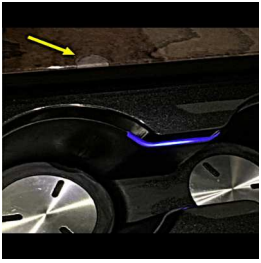
If a customer comments on an issue that concerns a front center floor console appearance and/or a cup holder door function issue that results in a repair on any 2021 Cadillac Escalade or Escalade ESV model. Please, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number **PIE0629** in the Condition Field) and Submit.

- For Console Appearance Issues - Take a picture of the entire area of the console pointing to the area of concern.
  - For Cup Holder Door Function Issues – You can take a short video if that demonstrates the issue better.
- For Console Appearance Issues - Take clear close up pictures of the area of concern.



Shown above is an example picture showing the entire area of the console pointing to the area of concern.

**Note:** Use a pointer, colored tape or other type of stick-on marker to indicate the area of concern.



Shown above is an example of a clear close-up picture to better show the area of concern.

## Warranty Information

If a field product report was completed and submitted (with pictures and/or video), use:

Labor Operation	Description	Labor Time
1086358*	Engineering Information – Pictures of Product Issues Covered Under Warranty Console Appearance/Cup Holder Door Function	0.3 hr
* This is a unique labor operation for bulletin use only.		

<b>Version</b>	1
<b>Modified</b>	Released April 19, 2021