

Subject: Engineering Information - (Pictures Only) - Front Center Floor Power Console Function and/or Appearance Issues

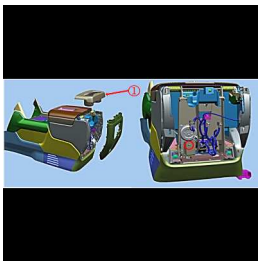
Attention: Please note that this Engineering Information (EI Lite) takes on a slightly different type of format from the standard EI process. The main difference is - instead of requiring the dealer technician to call in to an Engineer to discuss the customer issue, this EI Lite is asking only to submit 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 commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer 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		
Chevrolet	Suburban	2021	2021	-	-	-	-
	Tahoe						
GMC	Yukon Models						

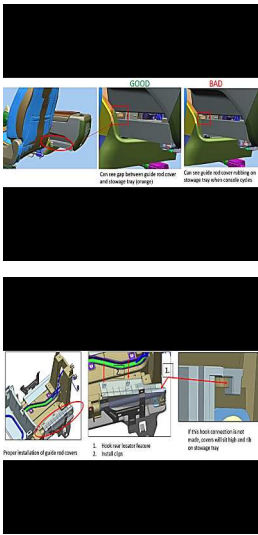
Involved Region or Country	United States Dealers ONLY
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI Lite. Some customers may comment on concerns with the front center floor power console function and/or appearance issues. Please, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number PIE0634 in the Condition Field) and Submit.
Cause	GM Engineering is attempting to determine the root cause of the above conditions. 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 Power Console Function and/or Appearance Issues

If a customer comments on an issue that concerns the front center floor power console function and/or appearance issues (per items 1, 2, 3, and 4 below) that results in a warranty type repair on any 2021 Chevrolet Suburban, Tahoe or GMC Yukon models.



1. Power Console – cable clip retention issues, example: When the console is all the way forward, the armrest lid (1) should **NOT** be able to slide forward. If armrest can slide forward and cover the front cupholder’s, the armrest cable clip became disconnected. Shown in the pictures above, is an example of a removed cup holder and end cap, armrest cable clip is on the back side of the console circled in RED below.



2. Power Console - plastic guide rod covers are not installed properly, example: If the guide rod covers are not seated properly, viewing from the side rear of console - second row floor, you will see them rubbing on the stowage tray, shown in the pictures above.
3. Armrest lid stitching having quality issues, examples: mis-stitching, mis-aligned, etc.
4. Console having other issues, examples: rattle from loose screw rolling around, lid leather blemish, etc.

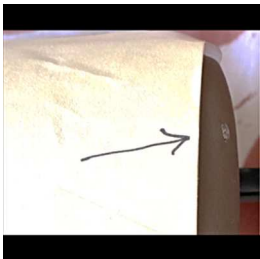
Please, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number **PIE0634** in the Condition Field) and Submit.

1. Take a picture of the entire area of the console pointing to the area of concern.
Note: for console function issues – you can take a short video if that demonstrates the issue better.
2. 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 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
1086398*	Engineering Information – Pictures of Product Issues Covered Under Warranty	0.3 hr

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

Version	1
Modified	Released May 06, 2021