

**Subject:** Engineering Information - (for Pictures Only) - Windshield or Rear Window Washer Hose Repair

**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). 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	2021	2021	-	-	-	-
GMC	Acadia						

<b>Involved Region or Country</b>	U.S. Dealers ONLY
<b>Condition</b>	Some customers may comment on their Windshield or Rear Window Washer being inoperative or have a weak spray. . <b>Important:</b> If the customer did not bring their vehicle in for this concern DO NOT proceed with this EI.
<b>Cause</b>	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.

## Correction

### Front or Rear Washer Hose Repair

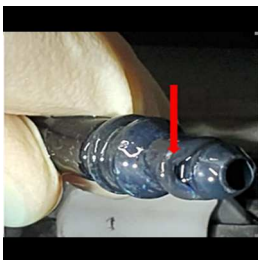
If you find a condition with any of the washer hoses, front or rear, that leads to a warranty repair on a 2021 Cadillac XT5 or a 2021 GMC Acadia, please use the Field Product Reporting (FPR) App, take pictures of the condition (details below), complete the required fields (adding **PIE0641** in the Condition field) and submit the FPR.

**Note:** Instructions to install the FPR App on your phone and other detailed instructions can be found in the current version of Bulletin 02-00-89-002 (U.S. Dealers).



1. Take a picture of the entire hose repair area pointing to the area of concern (shown in the picture above).

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



2. Take clear close-up pictures of the area of concern (shown in the picture above).

## Warranty Information

Labor Operation	Description	Labor Time
2086268*	Engineering Information - (for Pictures Only) - Front Windshield or Rear Wiper Washer Hose Repair	0.3 hr.

<b>Version</b>	1
<b>Modified</b>	Released June 02, 2021