

Subject: Engineering Information - Request for Pictures of Lower Oil Pan Seal Leaking

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 bulletin 02-00-89-002). Proceed with this EI ONLY if the customer has a Lower Oil Pan Seal leaking, AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer does not have a Lower Oil Pan Seal leaking concern, or this PIE number 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 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	2022	—	—	Equipped with 3.0L Engine (RPO LM2)	—
Chevrolet	Silverado 1500	2021	2021				
	Silverado 1500 LTD (RPO J21, 12th VIN Digit = 4 or less)	2022	2022				
	Suburban	2021					
	Tahoe						
GMC	Sierra 1500	2021	2021				
	Sierra 1500 Limited (RPO J21, 12th VIN Digit = 4 or less)	2022	2022				
	Yukon Models	2021					

Involved Region or Country	US Dealers ONLY
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on oil leaking from the lower oil pan seal area.
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.

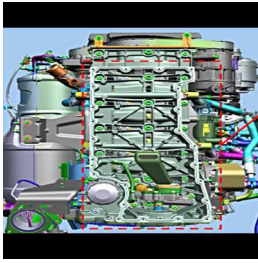
Correction

If you encounter a vehicle where a customer comments on oil leaking from the lower oil pan seal area that drives a warrantable item type of repair on any of the listed Models shown above, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding PIE number **PIEXXX** in the Condition Field) and Submit

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 Bulletin 02-00-89-002 (U.S. Dealers).

When a leak from Lower oil pan seal is identified:

1. Identify the area of the leak (Front/Rear, Left side/Right side, Corner).
2. Take a picture of the area where the leak is.



3. Take a picture of the entire area of the LCE sealing surface when the lower oil pan is dismounted of the issue area, as shown in the picture above, to the issue description in the FPR.



4. Take a clear close-up picture or two of the entire sealing surface of the pan dismounted area of concern, as shown in the picture above to help us better understand the type of issue.

Important: DO NOT remove the RTV from the surface.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
4088388*	Engineering Information - Request for Pictures of Lower Oil Pan Seal Leaking	0.2 hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released March 23, 2022