

**Subject:** Engineering Information - (EI Lite)— (Pictures Only) Blemish, Faded, Smudge, Surface Imperfection and/or Discolor O the Outer Belt Moldings, Upper Reveal Moldings and/or Appliques

**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 Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins. Proceed with this EI Lite 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 this 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 details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2022	2022	—	—	—	—

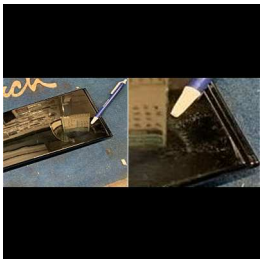
<b>Involved Region or Country</b>	U.S Dealers ONLY
<b>Condition</b>	<p><b>Important:</b> If the customer did not bring their vehicle in for this concern, <b>DO NOT</b> proceed with this EI Lite.</p> <p>Some customers may comment on having appearance issues (i.e. blemish/faded/smudge/surface imperfection/dicolor) on the outer belt moldings, upper reveal moldings and/or appliques that results in a repair, 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>PIE0704</b> in the Condition Field) and Submit</p> <p><b>Note: 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.

## Correction

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

### Appearance Concerns on Front and/or Rear Side Door: Outer Belt Molding, Upper Reveal Molding and/or Appliques

If a customer comments on an issue that concerns appearance issues on the Side Door Outer Belt Moldings, Upper Reveal Moldings and/or Appliques that results in a repair on any 2022 Cadillac FST SUV models (Escalade and Escalade ESV). Please, use the Field Product Reporting (FPR) App, take clear close-up pictures of the issue (per details below), fill out required fields (including adding EI number **PIE0704** in the Condition Field) and Submit.



1. Take a picture of the entire area of the vehicle showing the location of the issue area.
2. Take a clear close-up pictures of the issue area.



1. Example pictures of the entire area of the vehicle showing the location of the issue area. Appliques (1), Outer Belt Moldings (2) and/or Upper Reveal Moldings (3) as shown in the picture above.

**Note:** Picture shown above is bright but Warranty is on **BOTH** high gloss black and bright moldings.

**Note:** Colored tape or other type of stick on marker can be used to indicate area of concern.

## Warranty Information

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

Labor Operation	Description	Labor Time
1481648*	Engineering Information – (EI Lite) Product Issues Covered Under Warranty	0.3 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released June 13, 2022