

Subject: Engineering Information - Assist Step Insert Loose, Falling Off and/or Warped

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.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2022	—	—	—	—
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon Models						

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with STEPS, RUNNINGBOARD-SIDE (RPO BVE)
Condition	Some customers may comment on having one or more of the following conditions: <ul style="list-style-type: none">• Assist step insert is loose• Falling off• Warped
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

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.

If you encounter a vehicle with the above concern, contact the engineer listed below BEFORE making any repairs.

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

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

Labor Operation	Description	Labor Time
1086548*	Engineering Information - Assist Step Insert Loose, Falling Off and/or Warped	0.2 Hrs.

*This is a unique Labor Operation for bulletin use only.

Version	1
Modified	Released June 21, 2022