

**Subject: Engineering Information - Articulating Running Boards Inoperable**

**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 Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2022	2022	—	—	—	—
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon Models						

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPOs)</b>	Equipped with STEPS, RUNNINGBOARD-SIDE, RETRACTABLE, POWER, BLACK (RPO B3L)
<b>Condition</b>	Some customers may comment on the articulating running boards are inoperable.
<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.**

If you encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below with your findings.

1. Verify that the HMI setting is at Automatic running board ON.
2. Verify that the Transport mode is OFF.
3. Read the DTCs.
4. Activate Car wash via HMI setting to check the motor functioning.
5. Contact the engineer listed.

**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
1488498*	Engineering Information - Articulating Running Boards Inoperable	0.3 Hrs.

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

<b>Version</b>	1
<b>Modified</b>	Released September 06, 2022