

Subject: Engineering Information – Assist Step Totally Inoperative and Not Functioning with Door Operation or Radio Center Stack Setting

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 the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2023	2023	Vehicles built AFTER February 01, 2023		—	—
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon Models						

Involved Region or Country	U.S. Dealers ONLY
Additional Options (RPOs)	Equipped with STEPS, RUNNINGBOARD-SIDE, RETRACTABLE, POWER, BLACK (RPO B3L)
Condition	Some customers may comment on the assist step totally being inoperative and not functioning with door operation or radio center stack setting.
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, perform the following steps and contact the engineer listed below.

1. Verify that the radio center stack setting for Automatic running board is ON.
2. Verify that the deploy running boards is OFF.
3. Read the DTC.
4. Activate the deploy running boards and radio center stack setting to check the motor functioning.
5. Make sure vehicle build is **AFTER** February 01, 2023. If the vehicle is built **BEFORE** February 01, 2023, refer to 22-NA-209: *Articulating Running Board Inoperable* in SI.
6. Contact the engineer listed with your findings.

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
2889608*	Engineering Information - Assist Step Totally Inoperative and Not Functioning with Door Operation Setting	0.5 hr

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

Version	1
Modified	Released May 26, 2023