



# Service Bulletin

Bulletin No.: PIE0798

Date: August, 2024

## ENGINEERING INFORMATION

**Subject:** Engineering Information - (EI Lite) - (Pictures Only) Upper and/or Lower Steering Column Trim Cover Contacting the Steering Wheel

**Attention:** 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 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 EI Lite is asking **ONLY** to submit the description of the issue and pictures/video using the Field Product Reporting (FPR) App (reference bulletin 02-00-89-002). **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 Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2024	2024	—	—	—	—
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon Models						

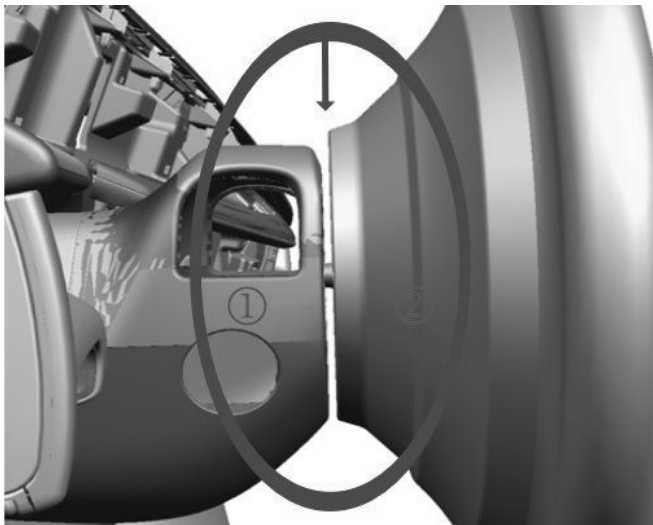
Involved Region or Country	U.S. Dealers ONLY
<b>Condition</b>	<p><b>Important:</b> If the customer did not bring their vehicle in for this concern, <b>DO NOT</b> proceed with this EI Lite.</p> <p>Some customers may comment on the Upper and/or Lower Steering Column Trim Cover contacting Steering Wheel</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>	<p>GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles <b>PRIOR</b> 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.</p>

**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 where a customer comments on the Upper and/or Lower Steering Column Trim Cover contacting the Steering Wheel that drives an 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), and fill out the required fields (including adding PIE number **PIE0798** in the Condition Field) and submit.

**Note:** 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).



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1. Take a clear picture of where the Upper and/or Lower Steering Column Trim Cover (1) is contacting the Steering Wheel (2).

**Note:** Use colored tape or other type of stick-on marker to indicate area of concern.

**Warranty Information**

If a Field Product Report is submitted, use: (EI LITE)

Labor Operation	Description	Labor Time
1086868*	Engineering Information - (EI Lite) - (Pictures Only) Upper and/or Lower Steering Column Trim Cover Contacting the Steering Wheel	0.3 Hrs.
*This is a unique Labor Operation for bulletin use only.		

<b>Version</b>	1
<b>Modified</b>	Released August 08, 2024

