



# Service Bulletin

Bulletin No.: PIE0797A

Date: August, 2024

## ENGINEERING INFORMATION

**Subject:** Engineering Information - Doors Open on Their Own, DTCs B19C8, B19C9 Set

**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.

This EI has been revised to update the Correction. Please discard PIE0797.

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	LYRIQ	2024	2024	—	—	—	—

<b>Involved Region or Country</b>	<b>U.S. Dealers ONLY</b>
<b>Condition</b>	Some customers may comment on the doors open on its own. Technicians may find one or more DTCs set. <ul style="list-style-type: none"> <li>• B19C8 - Right Front Door Exterior Switch Unlock Signal</li> <li>• B19C9 - Left Front Door Exterior Switch Unlock Signal</li> </ul>
<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.

**Important:** This Engineering Information bulletin (PIE) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

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

1. Check for current DTC's
2. Look at the front body hinge pillar main connector grommet to see if it is fully seated.

3. Remove the grommet and look for evidence of water in the pillar grommet (mineral deposits or actual water).
4. Disconnect the body main to door harness (at the pillar) to look inside for evidence of water entry (minerals and or water or corrosion).
5. Remove the door trim and look for evidence of water on the dry side of door trim to door.
6. Remove the connector to the latch and look for evidence of water entry (minerals, water, or corrosion).
  - 6.1. If water is found in any of these system connectors – replace the latch, outside handle, and door wire harness.
7. Remove the water deflector, disconnect the door harness to the outside handle harness and look for evidence of water (mineral deposits, corrosion, water, thermal).
  - 7.1. If water is found in the outside handle to door wire harness – replace door wire harness and outside handle.

### 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 an engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2086638*	Engineering Information - Doors Open on its Own, DTCs B19C8, B19C9 Set	1.0 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	2
Modified	Released August 02, 2024 Revised August 14, 2024 - Updated the Correction.

