



Service Bulletin

Bulletin No.: PIE0806

Date: October, 2024

ENGINEERING INFORMATION

Subject: Engineering Information - (EI Lite) (Picture Only) Rocker Moldings Experiencing Poor Fit, Loose Parts, Broken Clips and/or Warp

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	2023	2024	—	—	—	—
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon Models						

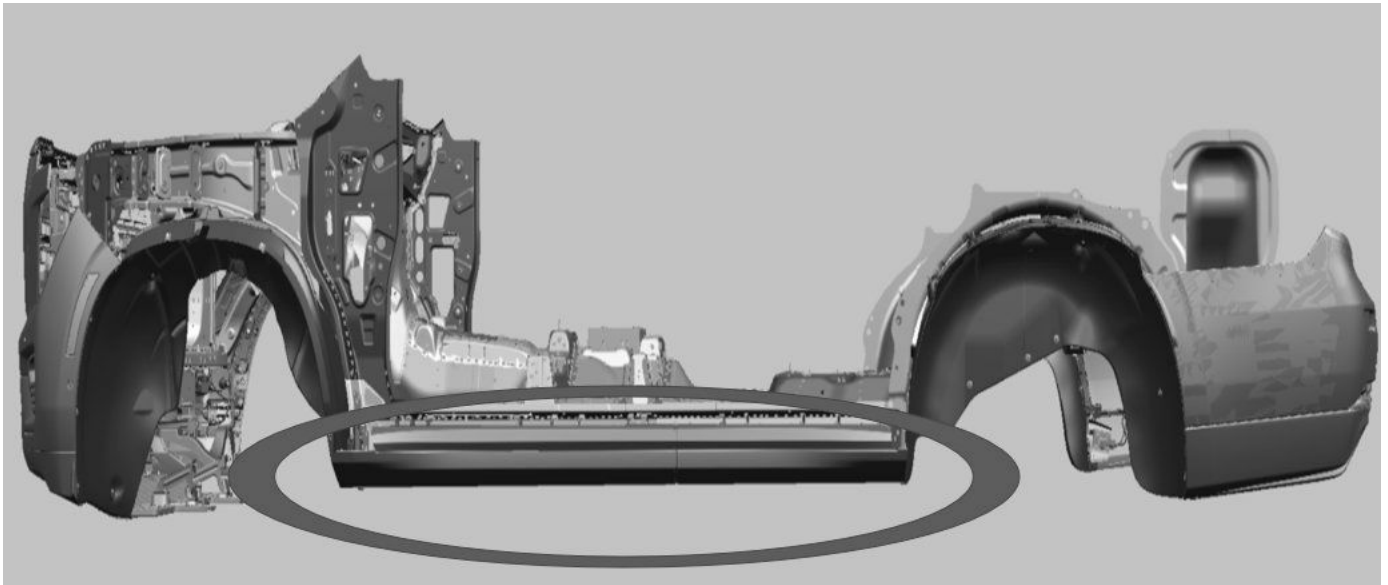
Involved Region or Country	U.S. Dealers ONLY
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI Lite.</p> <p>Rocker moldings that are experiencing poor fit, loose parts, broken clips and/or warp resulting in a warranty replacement. Please, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number PIEXXX in the Condition Field) and submit.</p> <p>Note: 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>
Cause	<p>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.</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 experiencing having a rocker molding with poor fit, loose parts, broken clips and/or warpage 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 **PIEXXXX** in the Condition Field) and submit.

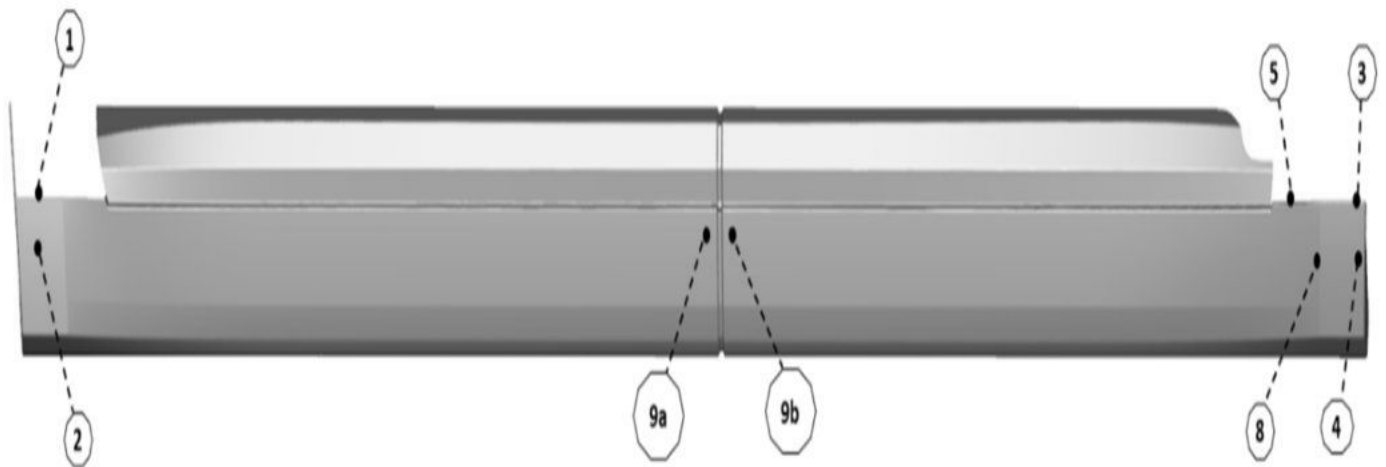
Note: Note: **GM** has updated the Field Product Reporting App, and it is now part of the “Certified Service Mobile Toolbox” (CSMT) Instructions to load the App to your phone and other detailed instructions can be found in the latest version of Bulletin 02-00-89-002 (U.S. Dealers).



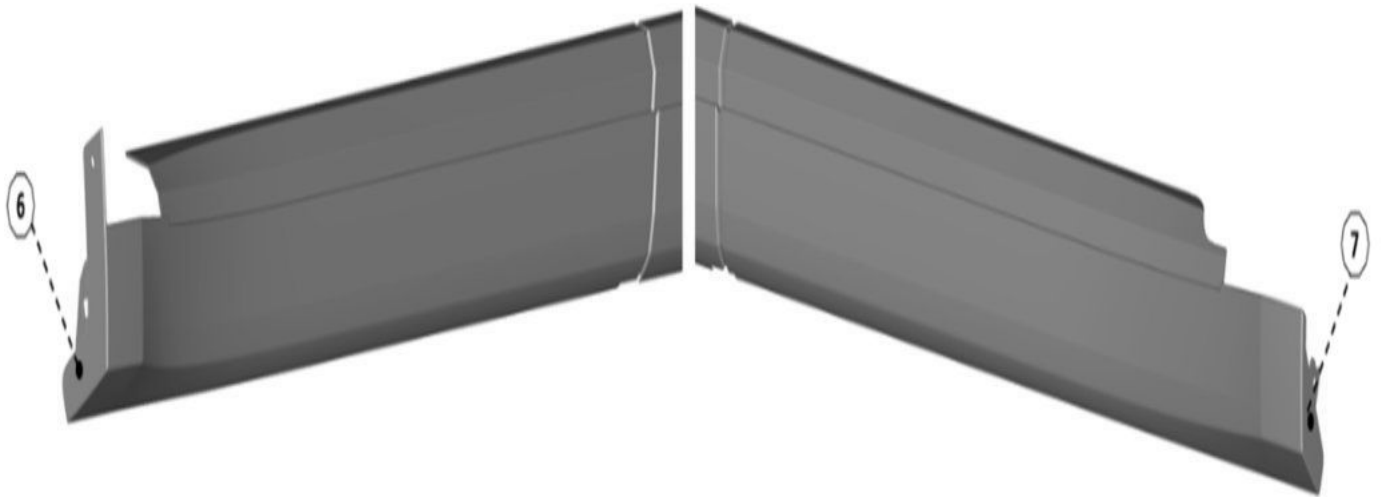
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1. Take a clear picture of the entire area of the vehicle showing the location of the issue area, as shown in the picture above.

Note: Colored tape or any other type of stick-on marker can be used to indicate area of concern.



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2. Take a clear close-up picture of the issue area and note the area of concern, as shown in the pictures above

Note: Colored tape or any other type of stick-on marker can be used to indicate area of concern.

Warranty Information

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

Labor Operation	Description	Labor Time
1086928*	Engineering Information - (EI Lite) (Picture Only) Rocker Moldings Experiencing Poor Fit, Loose Parts, Broken Clips, Warpage	0.3 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released October 22, 2024

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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