



Service Bulletin

Bulletin No.: PIE0809

Date: December, 2024

ENGINEERING INFORMATION

Subject: Engineering Information - (EI Lite) (Picture Only) Rattle Type Noise Coming from the Exhaust System at Idle, Cold Startup and/or Operating Temperature at Certain Driving Speed

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:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2024	2025	—	—	Equipped with 6.2L (RPO L87)	—

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>Some customers may comment on having a rattle type noise coming from the exhaust system at idle, cold startup and/or operating temperature, and certain driving speed.</p> <p>Note: 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>

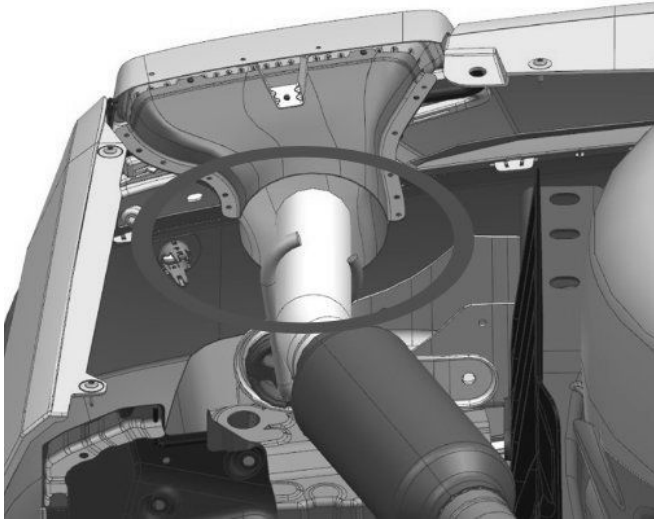
Correction

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

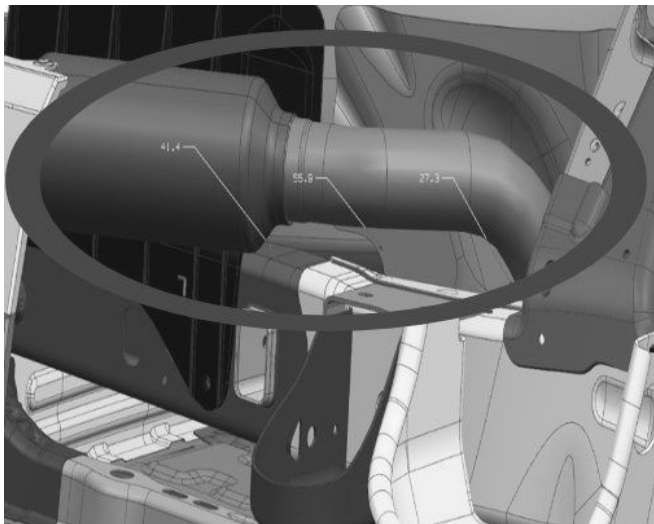
conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

If you encounter a vehicle where a customer comments on having a rattle type noise coming from the exhaust system at idle, cold startup and/or operating temperature, and certain driving speed that drives a 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 **PIE0809** in the Condition Field) and submit.

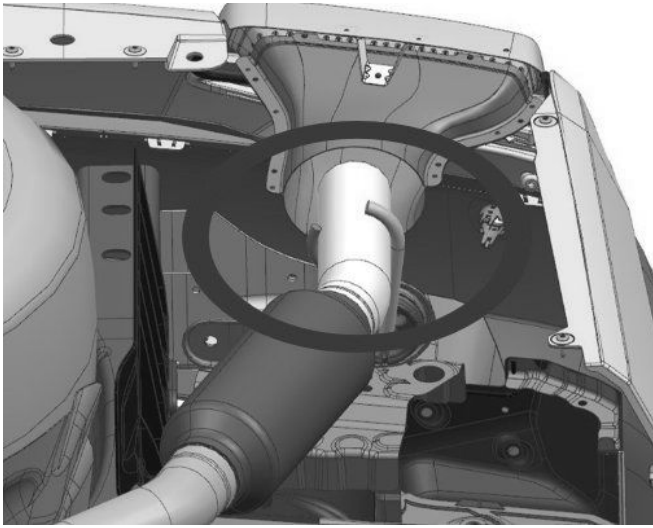
Note: Note: GM has updated the Field Product Reporting App, and it is now part of the “Certified Service Mobile Toolbox” (CSMT) Instructions to load the App to your phone and other detailed instructions can be found in the latest version of Bulletin 02-00-89-002 (U.S. Dealers).



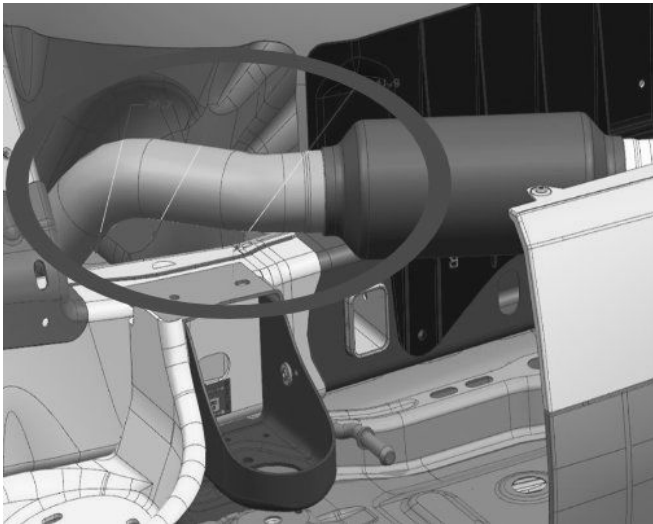
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1. Take clear close-up pictures of the issue areas, as shown in the pictures above.

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

Warranty Information

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

Labor Operation	Description	Labor Time
4089388*	(EI Lite) (Picture Only) Rattle Type Noise Coming from the Exhaust System at Idle, Cold Startup, Operating Temperature, Certain Driving Speed	0.3 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released December 10, 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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