



Service Bulletin

Bulletin No.: PIE0820A

Date: March, 2025

ENGINEERING INFORMATION

Subject: Engineering Information - Power Sliding Console Inoperative

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 Warranty information. Please discard PIE0820.

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2025	—	—	—	—
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon Models						

Involved Region or Country	U.S. Dealers ONLY
Additional Options (RPOs)	Equipped with CONSOLE-FRT COMPT, FLOOR, ARM REST SLIDING, UP LEVEL (RPO DCH)
Condition	Some customers may comment on the power sliding console being inoperative.
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 then contact the engineer listed below with your findings:

1. Take a video to confirm no operation for the power sliding console.
2. Inspect the front floor console wiring harness for any damage. Refer to *Front Floor Console Wiring Harness Replacement (DCH)* in SI.
 - 2.1. If damage is found, take a clear picture. If no damage is found, move onto Step 3.

3. Inspect the console base for any damage. Refer to *Front Floor Console Removal and Installation (DCH)* in SI.

Important: Inspect with damaging/bending any metal structure on the console base as engineering is trying to find the root cause.

3.1. If damage is found, take a clear picture.

4. Contact the engineer listed with your findings and for further instructions.

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
1087038*	Engineering Information - Power Sliding Console Inoperative	2.2 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	2
Modified	Released February 28, 2025 Revised March 04, 2025 - Updated Warranty Information.

