



# Service Bulletin

Bulletin No.: PIE0822

Date: March, 2025

## ENGINEERING INFORMATION

**Subject:** Engineering Information - (EI Lite)-(Pictures ONLY) for Pre-Delivery Inspection (PDI) and Customer Vehicle Issues Up to 500 Miles. Using the CSMT App do Field Product Reporting (FPR), Please Submit a Report for the Following Issues: Paint Issues or Damage (EXCEPT for Transportation), Moldings, Appliques, Emblems Loose, Warped, Crooked or Missing / Weatherstrips Misaligned, Mis-formed / Sheet Metal and/or Trim Panels Misaligned / Interior Trim Loose, Crooked, Missing / Seats, Seat Trim

**Attention:** Proceed with this EI Lite ONLY to submit the description of the issue and pictures/video using the CSMT Field Product Reporting (FPR) App (reference bulletin 02-00-89-002). THIS IS NOT A RECALL.

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	OPTIQ	2025	2025	—	—	—	—

Involved Region or Country	U.S. Dealers ONLY
<b>Condition</b>	<p><b>Important:</b> This (EI Lite) - (Pictures Only) ONLY applies to vehicles during Pre-Delivery Inspection (PDI) and customer issues up to 500 miles.</p> <p>If one or more of the following conditions have been found:</p> <ul style="list-style-type: none"> <li>• <b>Paint issues or damage EXCEPT for transportation</b> Please consider sending videos showing the different angles/light if visualization is better than on pictures.</li> <li>• <b>Moldings, trim panels, appliques, decals, emblems, seats, or seat trim being loose, warped, crooked or missing (exterior and interior)</b> If the part is missing, show where it should be and possible witness marks from the original installation, if present. If it is an adhesion issue, show if the issue is between the sheet metal and the adhesive tape or between the tape and the molding/applique/emblem. If broken/unseated clips, show the location and condition.</li> <li>• <b>Sheet metal or trim panels misaligned or with interference (also includes moving parts as doors, hood, tailgate, end gate, decklid, sunroof)</b> Use the appropriate picture angle to show alignment/gaps or flushness concerns. Videos are encouraged to illustrate interference between moving parts.</li> </ul> <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 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

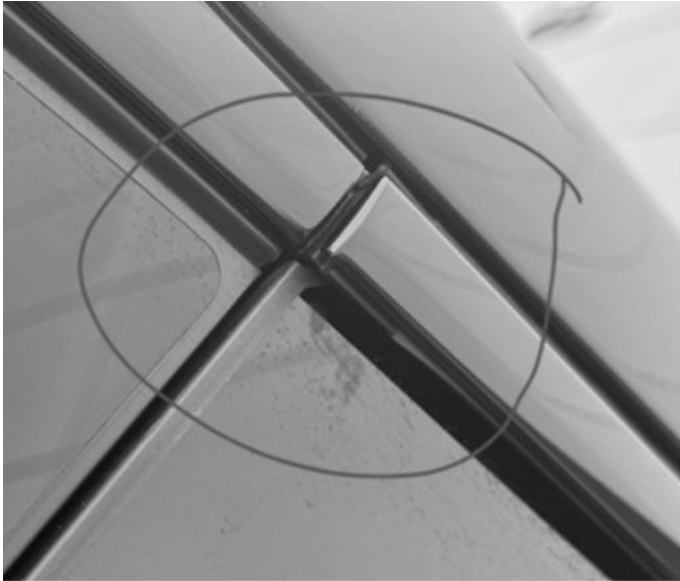
**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous 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 one or more of the above issues is found in Vehicle Pre-Delivery Inspection (PDI) or **customer issues up to 500 miles**, please use the CSMT Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (include EI **PIE0822** 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).**

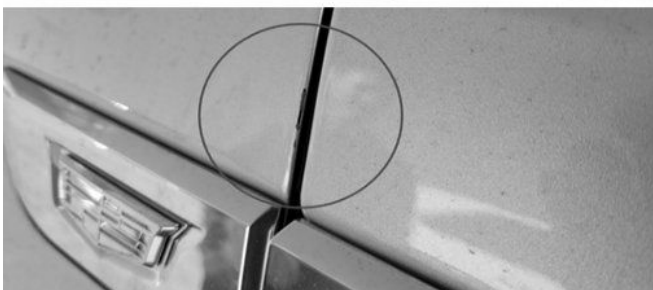
1. Take a clear picture of the entire area of the vehicle showing the location of the issue/part on the vehicle.
2. Take a clear close-up picture of the issue on the part (use applicable taper gauge to show gaps or alignment issues).
3. Take a clear picture of any labeling/part numbers and/or a video when applicable.

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



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1. Shown in the picture above are examples of the entire area of the vehicle showing the location of the issue/part on the vehicle.

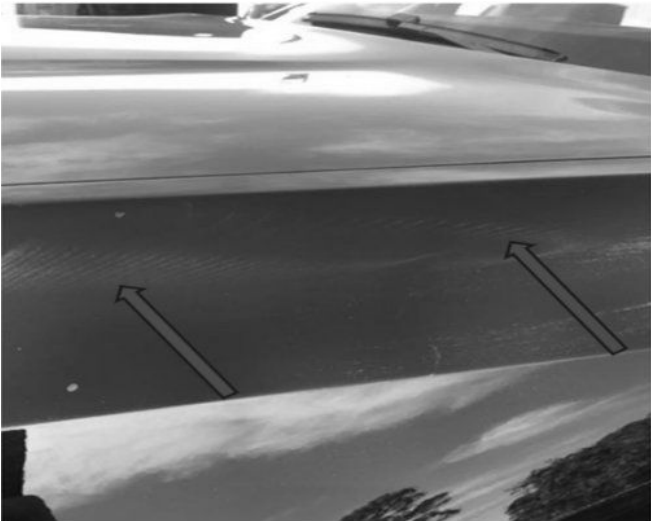


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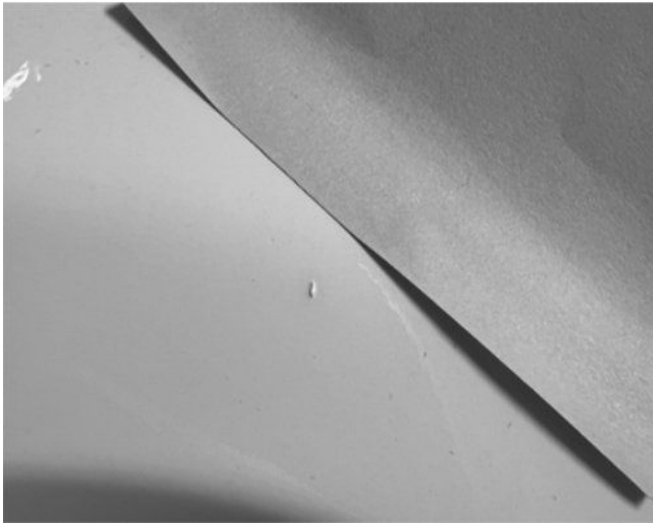


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2. Shown in the pictures above are examples of clear close-up pictures to better show the detail of the issue/part.



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3. Shown in the pictures above are examples of paint issue. When reporting paint concerns, please take wide shot of the vehicle to help orientate the location and a close-up to identify the issue.

### Warranty Information

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

Labor Operation	Description	Labor Time
1480017*	(EI Lite) - (Pictures Only) - <b>Paint Issues or Damage EXCEPT Transportation</b>	0.3 hr
1080017*	<b>EI- Loose, Warped, Crooked or Missing Moldings, Appliques, Decals and/or Emblems, Seats and Seat Trim</b>	
1480027*	(EI Lite) - (Pictures Only) - <b>Weatherstrips Being Misaligned Causing Wind Noise or Water Leaks</b>	
1080027*	(EI Lite) - (Pictures Only) - <b>Sheet Metal and/or Trim Panels Being Misaligned or with Interference</b>	

\*This is a unique Labor Operation for bulletin use only.

<b>Version</b>	1
<b>Modified</b>	Released March 20, 2025

