

Subject: Engineering Information - Power Floor Console Armrest will not Lock in Place and/or Console Lid Slides Back and Forth Freely

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.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Suburban	2020	2021	—	—	—	—
	Tahoe						
GMC	Yukon Models						

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with CONSOLE-FRT COMPT, FLOOR, ARM REST SLIDING, UP LEVEL (RPO DCH)
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on the Power Floor Console Armrest will not lock in place and/or the console lid slides back and forth freely.
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

If you encounter a vehicle with the above concern, perform the following steps and ask the customer the following questions then contact the engineer listed below with your findings.

Check points for sliding console:

1. Move the console all the way back by using the button on the overhead console, and check to see if the console moves all the way back.
2. Move the console all the way forward by using the button on the overhead console, and check to see if the console moves all the way forward.
3. Move the console all the way back by using the button on the overhead console and move the arm rest forward with the palm until the arm rest locks on the detent.
4. Move the arm rest back to the rearward position by pulling the arm rest back manually.
5. Move the arm rest forward with the palm till the arm rest locks on the detent.
6. Move the console all the way forward by using the button on the overhead console, and check if the forward movement of the console overrides the detent of the arm rest and console can move all the way forward

Questions to Customers:

1. Are we powering the console all the way rearward?
2. Are we trying to move the arm rest forward when the console is all the way rearward?
3. How far do you move the console back to move the arm rest forward?
4. How many locking features do you prefer on the arm rest to lock?

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 engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
1086478*	Engineering Information - Power Floor Console Armrest will not Lock in Place	0.3 hr
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released January 28, 2022