

Subject: Engineering Information - (EI Lite) - (Pictures Only) Paint Issues or Damage (EXCEPT for Transportation) / Issues Caused by Wire Damage / Moldings, Appliques, Decals and/or Emblems Being Loose, Warped, Crooked or Missing / Weatherstrips Being Misaligned Causing Wind Noise and/or Water Leaks / Sheet Metal and/or Trim Panels Being Misaligned or with Interference (Also Includes Moving Parts Like Doors, Hood, Tailgate, Endgate, Decklid, Sunroof)

Attention: This (EI Lite) - (Pictures Only) ONLY pertains to vehicles having UNDER 5,000 miles.

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 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	2023	—	—	—	—
	XT5						
	XT6						
Chevrolet	Corvette						

Involved Region or Country	U.S. Dealers ONLY
Condition	<p>Important: This (EI Lite) - (Pictures Only) ONLY applies to vehicles having UNDER 5,000 miles.</p> <p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI Lite.</p> <p>If one or more of the following conditions have been found during Vehicle Pre-delivery Inspection (PDI) or if a customer has made a comment on having one or more of the following concerns:</p> <ul style="list-style-type: none"> Paint issues or damage EXCEPT for transportation Please consider sending videos showing the different angles/light if visualization is better than on pictures. Issues caused by wire damage Show the overall damaged area, relevant harness routing, circuit affected and, if known, the cutting edges that may have caused the damage and any loose clips that may have allowed that to happen. Moldings, appliques, decals, emblems being loose, warped, crooked or missing If part is missing, show where it should be and possible witness marks from original installation, if present. If an adhesion issue, show if issue is between the sheet metal and the adhesive tape or between the tape and the molding/applique/emblem. If broken/unseated clips, show location and condition. Sheet metal or trim panels misaligned or with interference (also includes moving parts as doors, hood, tailgate, endgate, decklid, sunroof) Use appropriate picture angle to show alignment/gaps or flushness concerns. Videos are encouraged to illustrate interference between moving parts. <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	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 one of the following issues is found in Vehicle Pre-Delivery Inspection (PDI) or if a customer has made the comment on having any of the following issues that are listed above, please use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (include EI **PIE0728** 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 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/s of the issue on the part
3. Take a picture of any labeling/part numbers and/or a video when applicable



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

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



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

Warranty Information

If a Field Product Report is submitted, use one of the following:

Labor Operation	Description	Labor Time
1488548*	(EI Lite) - (Pictures Only) - Paint Issues or Damage EXCEPT Transportation	0.3 Hrs.
5486358*	(EI Lite) - (Pictures Only) - Issues Caused by Wire Damage	
1086578*	(EI Lite) - (Pictures Only) - Moldings, Appliques, Decals and/or Emblems Being Loose, Warped, Crooked or Missing	
1488558*	(EI Lite) - (Pictures Only) - Weatherstrips Being Misaligned Causing Wind Noise or Water Leaks	

1086588*	(EI Lite) - (Pictures Only) - Sheet Metal and/or Trim Panels Being Misaligned or with Interference
----------	---

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

Version	1
Modified	Released November 17, 2022