

**Subject:** Engineering Information - (EI Lite) - (Pictures Only) Second Row Seat is Not Folding, Latching, Seat Binds and/or Difficult to Fold or Open

**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:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2023	2024	—	—	—	—
Chevrolet	Suburban	2023	2024	—	—	—	—
	Tahoe						
GMC	Yukon Models						

Involved Region or Country	U.S. Dealers ONLY
<b>Condition</b>	<p><b>Important:</b> If the customer did not bring their vehicle in for this concern, <b>DO NOT</b> proceed with this EI Lite. Some customers may comment on having one or more of the following conditions with the second row seat.</p> <ul style="list-style-type: none"> <li>• Not folding</li> <li>• Not latching</li> <li>• Seat binds</li> <li>• Difficult to fold or open</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>	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.

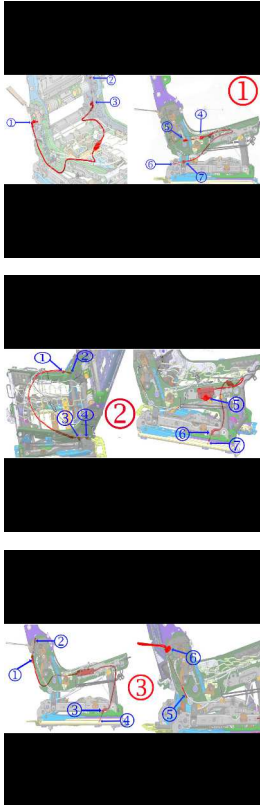
## Correction

**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 where a customer comments on the second row seat is not folding, latching, seat binds, and/or is difficult to fold or open, 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 **PIE0777** in the Condition Field) and submit.

**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 seat showing the location of the issue/part on the vehicle.



2. Take clear close-up pictures of the concern cable and the location on the seat where it was identified, as shown in the pictures above (1), (2), or (3) in red.

**Note:** Use colored tape or other types of stick-on marker that can be used to indicate area of concern and also

3. Document what repair procedure from SI that was used to correct the issue.

## Warranty Information

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

Labor Operation	Description	Labor Time
7086018*	Engineering Information - (EI Lite) - (Pictures Only) Second Row Seat is Not Folding, Latching, Seat Binds, Difficult to Fold or Open	0.3 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released February 09, 2024