



# Service Bulletin

File in Section: -

Bulletin No.: PI1232

Date: May, 2014

## PRELIMINARY INFORMATION

**Subject:** Rattle Noise on Right Front Cross Rail

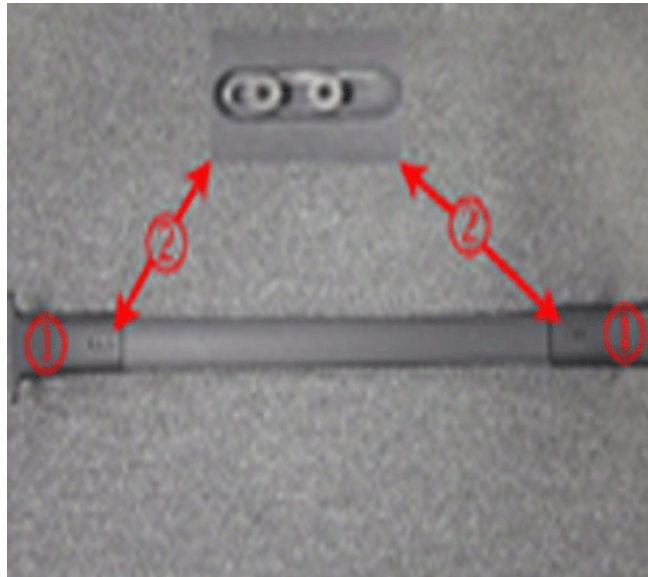
**Models:** 2015 Cadillac Escalade Models  
2015 Chevrolet Suburban, Tahoe  
2015 GMC Yukon Models  
Equipped with Accessory Cross Rails (RPO VQQ)  
Vehicles Built Prior to April 4, 2014

### Condition/Concern

Some customers may comment on a rattle type noise heard on the right front cross rail. This condition may be due to variations with the accessory rails.

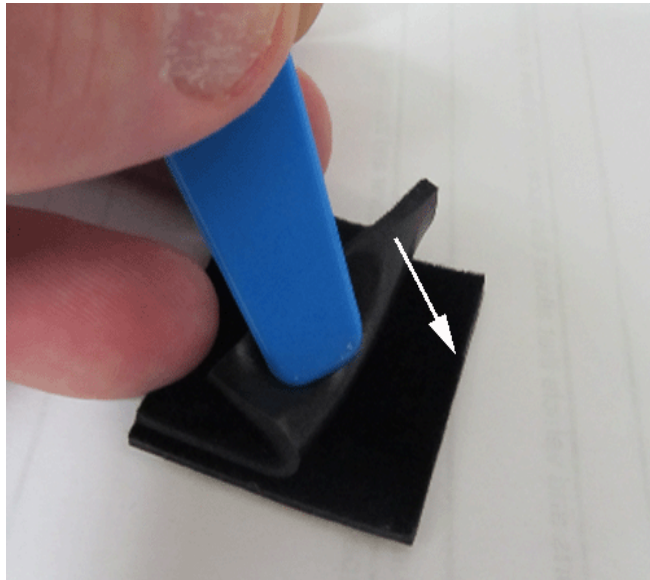
### Recommendation/Instructions

There is movement between the cap and the cross rail, this is normal due to the end caps must slide back and forth so they can be bolted to the side rails. Once the cross rails are installed and bolted on the truck, they should no longer rattle. If they continue to rattle after being installed, install BRS tape under the right front cross rail following the steps below:



3824999

**Important:** DO NOT remove or tighten the shoulder bolts (2) that connect the end caps (1) to the cross bow, as shown in the illustration above, as this will cause them to rattle when installed on the vehicle.



3821570

1. Cut 2 pieces of BRS tape 1 in x 1 in and stack on top of each other as shown in the illustration above.



3821539

2. Apply the tape on the left corner of the right front cross rail as shown in the illustration above.

## Parts Information

Contact Kent Automotive at 1-888-YES-KENT or online at [www.kent-automotive.com](http://www.kent-automotive.com)

Part Number	Description	Material Allowance
KT13296*	BRS TAPE (8 in x 10 in (203 mm x 254 mm))	\$0.34 (per vehicle) (U.S.) \$0.38 (per vehicle) (Canada)
*There is enough material to do approximately 50 vehicles. Store the remaining material for future use.		

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
0580088*	Installing BRS Tape Between the Front RH Cross Rail Cover and the Cross Rail	0.2 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		