



Service Bulletin

PRELIMINARY INFORMATION

Subject: Wind Noise from Accessory Roof Cross Rails

Models: 2010-2016 Buick Enclave
2015 Cadillac Escalade
2010-2016 Chevrolet Traverse
2015 Chevrolet Suburban, Tahoe
2010-2016 GMC Acadia
2015 GMC Yukon, Yukon XL
Equipped with RPO 5VJ, 549, VQP or VQQ

Attention: This PI also applies to any of the above models that may be Export vehicles.

Condition/Concern

Some customers may comment on a wind noise generating from the roof cross rails.

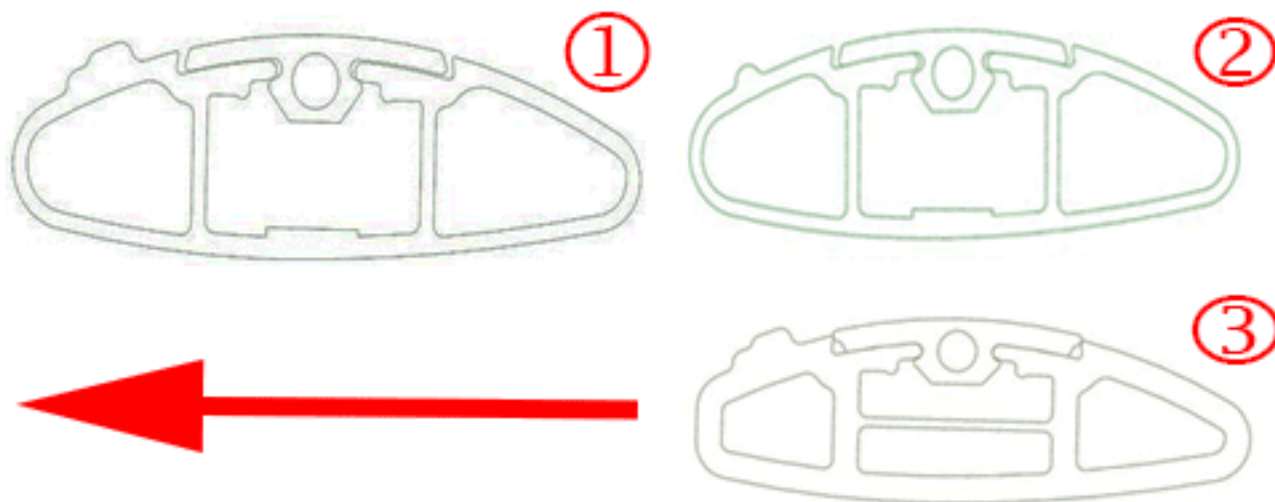
This may be caused by one or more of the following:

- Ice build up on the cross rails.
- Cross rails installed backwards.
- Excessive movement in the rubber strip of the cross rails.

Recommendation/Instructions

If this condition exists, follow the procedure below.

1. Verify that the noise is originating from the cross rails.
2. Check to ensure there is no ice or debris build up on the cross rails.
 - If there is ice or debris build up present, remove it from the cross rails.



1. *Traverse & Acadia Cross Rail Direction*
 2. *Enclave Cross Rail Direction*
 3. *Escalade, Suburban, Tahoe, and Yukon Cross Rail Direction*
 3. Verify that the cross rails are installed properly and facing the correct direction as shown in the above illustration with the correct forward direction shown with the arrow.
 - If the rails are installed incorrectly, remove and install in the correct direction.
 4. Check for excessive movement in the rubber strips located on the top of the cross rail. If there is excessive movement in the strips, replace the strips.
 5. If the noise is still present after the replacement of the rubber strips, replace the accessory cross rails.
- Important:** Only replace the cross rails if the noise is still present after Step 4.

Parts Information

Traverse Part Information

Part Number	Description
19172884	STRIP, RF RACK CR RL
19243901	RAIL PKG (BLACK)
19244268	RAIL PKG (EBONY)

Enclave Part Information

Part Number	Description
88968810	STRIP, RF RACK CR RL Note: The rear strip will need to be trimmed to fit. Trim by matching the length to the removed strip.
19170765	RAIL PKG (BRIGHT ANODIZED)
12499978	RAIL PKG (BLACK W/ CHROME ENDCAPS)
19243901	RAIL PKG (BLACK)

Acadia Part Information

Part Number	Description
19244198	STRIP, RF RACK CR RL
23255468	RAIL PKG (BLACK) (INTERGRATED)
23255469	RAIL PKG (SILVER) (INTERGRATED)
19243901	RAIL PKG (BLACK) (T-SLOT)

Escalade, Suburban, Tahoe, Yukon Part Information

Part Number	Description
22981738	STRIP-LUGG CARR CR RL RUB
23256564	RAIL PKG-LUGG CARR CR

Note: For the correct Rail Package used, refer to the appropriate Parts Catalog.

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
0580138*	Replace Rubber Strip on Accessory Cross Rail	0.3 hr
Add	Replace Accessory Cross Rail	0.3 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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