



# Service Bulletin

## 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

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

*This PI replaces PI1232. Please discard PI1232.*

### 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

If 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. If noise exists once the cross rails are installed and bolted on the truck, replace the rails with the revised part number listed below.

### Parts Information

Part Number	Description
23256564	RAIL PKG-LUGG CARR CR

### 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
0521750	Roof Rack/Rail/Panel Replacement	Use Published Labor Operation Time

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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