



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Intermittent Clicking/Rubbing Noise when Side Door Glass is Moving Up or Down at Cold Temperatures

**Models:** 2015 Cadillac Escalade  
2015 Chevrolet Silverado, Suburban, Tahoe  
2015 GMC Sierra, Yukon, Yukon XL

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

### Condition/Concern

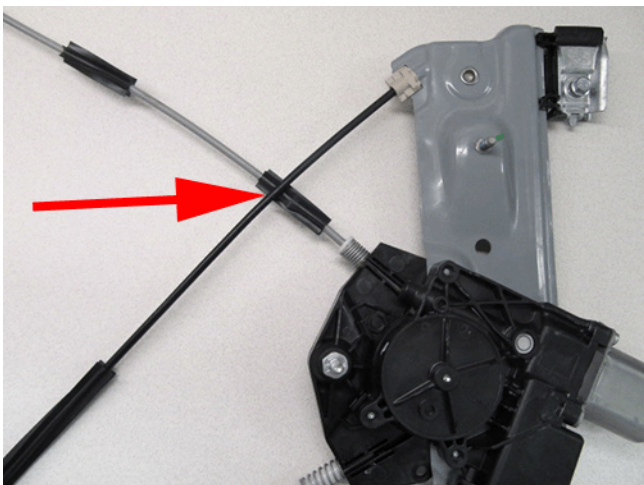
Some customers may comment on an intermittent clicking or rubbing noise when the side door glass is moved up or down. The noise may be more predominant when the glass is approximately half way down, when ambient temperatures are colder, and the glass is dry. The noise may not be as present when the vehicle doors or glass reaches warmer temperatures.

This may be caused by an incorrectly routed window regulator cable, causing a noise that could be described as a click or rub.

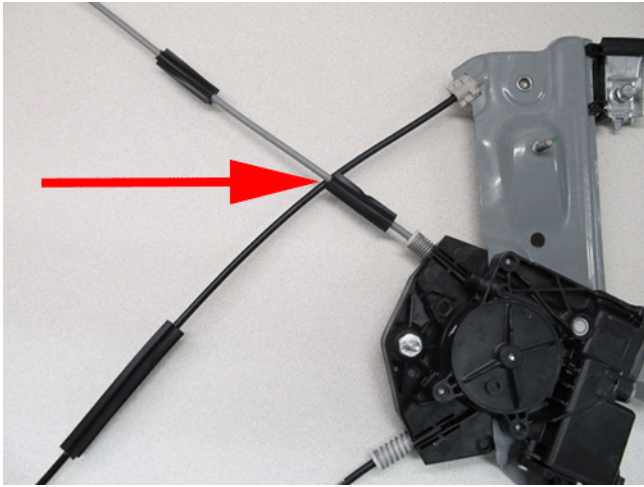
### Recommendation/Instructions

If this condition exists, follow the procedure below.

1. Remove the affected door trim panel and visually inspect the window regulator cables location. Refer to the correct door trim panel replacement procedure in SI.
  - If the grey window regulator cable is located on the inner side of the black regulator cable, continue diagnosis referring to SI.



- If the grey window regulator cable is located on the outer side of the black regulator cable as illustrated above, continue on to Step 2.
2. Remove the window regulator from the affected door. Refer to the correct window regulator replacement procedure in SI.



3. With the window regulator removed, rotate the side of the regulator opposite of the window regulator motor 360° from original position, repositioning the cables opposite to the initial location. Now the grey cable is located on the inside of the black cable as illustrated above.

**Important:** The grey cables end position should be on the inside of the black cable when completed. The black cables end position should be closest to the outer door skin.

4. Reinstall the window regulator. Refer to the correct window regulator replacement procedure in SI.

## 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
2080488*	Reposition Window Regulator Cable	0.9 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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