



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Rough, Uneven or Irregular Horizontal Seam on Liftgate

**Models:** 2015-2016 Cadillac Escalade Models  
2015-2016 Chevrolet Suburban, Tahoe  
2015-2016 GMC Yukon Models

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

*This PI has been revised to add the 2016 Model Year. Please discard PI1481.*

### Condition/Concern

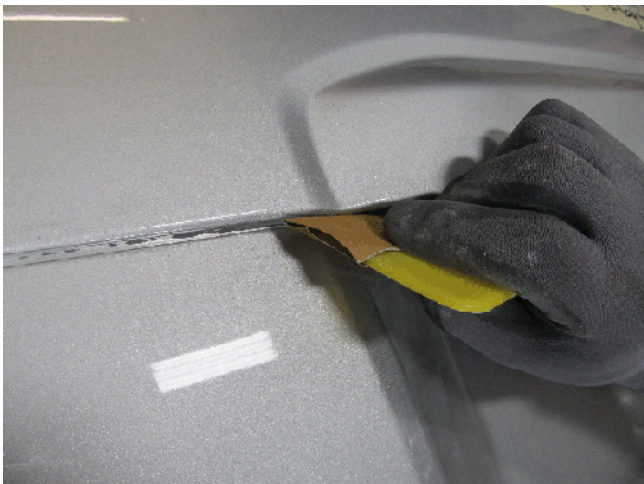
Some customers may comment on a rough, uneven or irregular appearance of the paint in the horizontal crease or seam on the liftgate. This may be assumed to be runs in the paint.

This condition may be caused by the laser welding process used to join the upper and lower aluminum liftgate panels together.

### Recommendation/Instructions

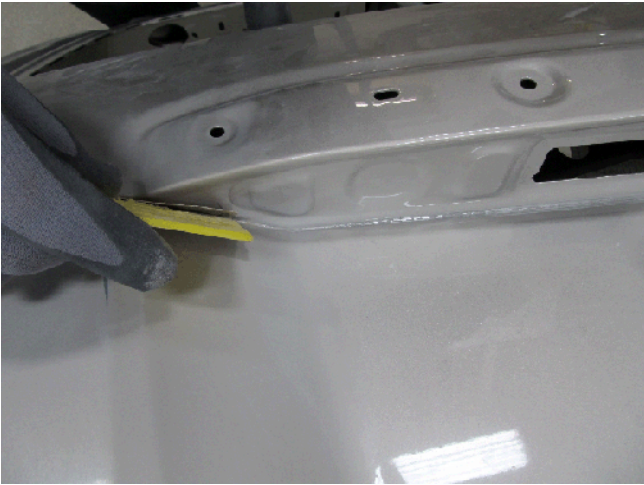
To correct this condition, follow the procedure listed below.

1. Remove the liftgate interior trim finish panel. Refer to Liftgate Trim Finish Panel Replacement in SI.
2. Remove the center applique from the liftgate, if equipped. Refer to Rear Closure Center Applique Replacement in SI.
3. Remove the emblems from the liftgate. Refer to Liftgate Emblem/Nameplate Replacement in SI.
4. Remove the license plate and license plate lamps. Refer to Rear License Plate Lamp Replacement in SI.
5. Remove the rear vision camera. Refer to Rearview Driver Information Camera Replacement in SI.
6. Remove rear liftgate handle. Refer to Rear Closure Fixed Handle Applique Replacement in SI.

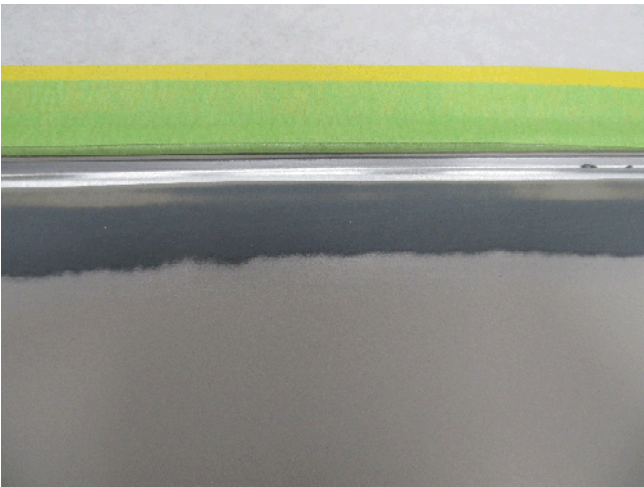


7. Apply a piece of 80 grit sandpaper to a plastic spreader. Holding the plastic spreader at an approximate 45° angle, using light pressure, sand the weld seam to remove excess material and smooth weld.

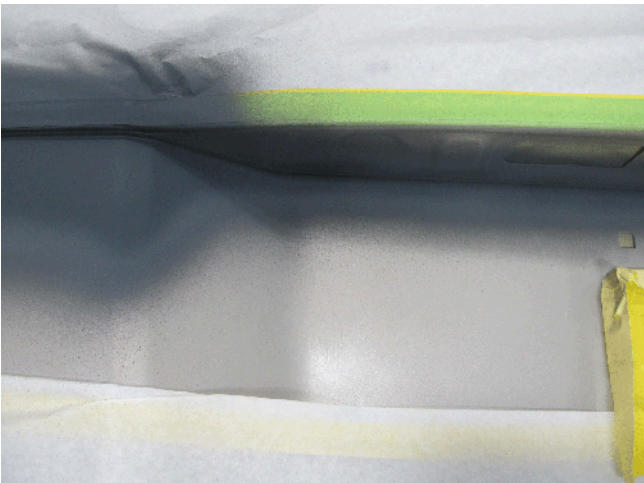
**Note:** Use of sandpaper more coarse than specified could mar or damage the weld seam.



8. Using the same process, sand the seam in the license pocket area.



9. Using 400 grit sandpaper on a power sander, sand away from initial sanded areas on the lower half of the seam to feather or take down the edge that was created from sanding in the crease.
10. Clean the liftgate in preparation of primer.
11. Tape along the upper edge of the seam, and an appropriate distance below the seam, and protect remaining surfaces.



12. Apply primer to sanded areas.



13. After primer has dried, sand all and surrounding primed locations with a minimum of 500 grit sand paper.
14. Prep the entire panel for paint by cleaning the entire panel of debris and anything that would affect paint finish.
15. Paint and finish panel. For paint references, repair definitions, material and mix time charts, refer to Paint and Coatings under Body Repair in SI.
16. After the paint has cured, reinstall the liftgate handle. Refer to Rear Closure Fixed Handle Applique Replacement in SI.
17. Reinstall the license plate and license plate lamps. Refer to Rear License Plate Lamp Replacement in SI.
18. Reinstall the rear vision camera. Refer to Rearview Driver Information Camera Replacement in SI.
19. Install the center applique to the liftgate, if equipped. Refer to Rear Closure Center Applique Replacement in SI.
20. Install new emblems on the liftgate. Refer to Liftgate Emblem/Nameplate Replacement in SI.  
**Note:** Emblems and nameplates differ with vehicle make and model. Refer to appropriate parts catalog.
21. Install the liftgate interior trim finish panel. Refer to Liftgate Trim Finish Panel Replacement in SI.

## Parts Information

For part numbers and usage, Plates & Emblems in group 17.215 of 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	Material Allowance
1480528*	Liftgate Seam Repair with Full Refinish Color/Clear Coat	4.8 hrs	GH
Add	With Tint Coat/Tri-Coat Paint	0.3 hr	GB
Add	If vehicle is equipped with Rear Closure Center Applique	0.3 hr	N/A

\*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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