



Service Bulletin

PRELIMINARY INFORMATION

Subject: Click Rattle Or Squeak Noise From Dash Area

Models: 2015 - 2017 Cadillac Escalade Models
2014 Chevrolet Silverado 1500
2015 - 2017 Chevrolet Silverado, Suburban, Tahoe
2014 GMC Sierra 1500
2015 - 2017 GMC Sierra, Yukon Models

This PI has been updated to add additional model years. Please discard PIT5438B.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

There are three areas that have been located that may be a cause of a rattle type noise from the dash area.

Condition 1: A tinny or metallic rattle type noise from the IP area to the left of the steering column.

The noise may be caused by the 110 Volt Power Inverter Module not being seated properly in the mounting bracket (if equipped with RPO K14).

Condition 2: A rattle, squeak or itch type noise from the center of the dash in the radio area.

The instrument panel accessory bezel may be rattling due to insufficient tension of retainers. Press on the bezel while duplicating noise to see if it is eliminated.

Condition 3: A rattle or itch type noise from the dash area near the windshield

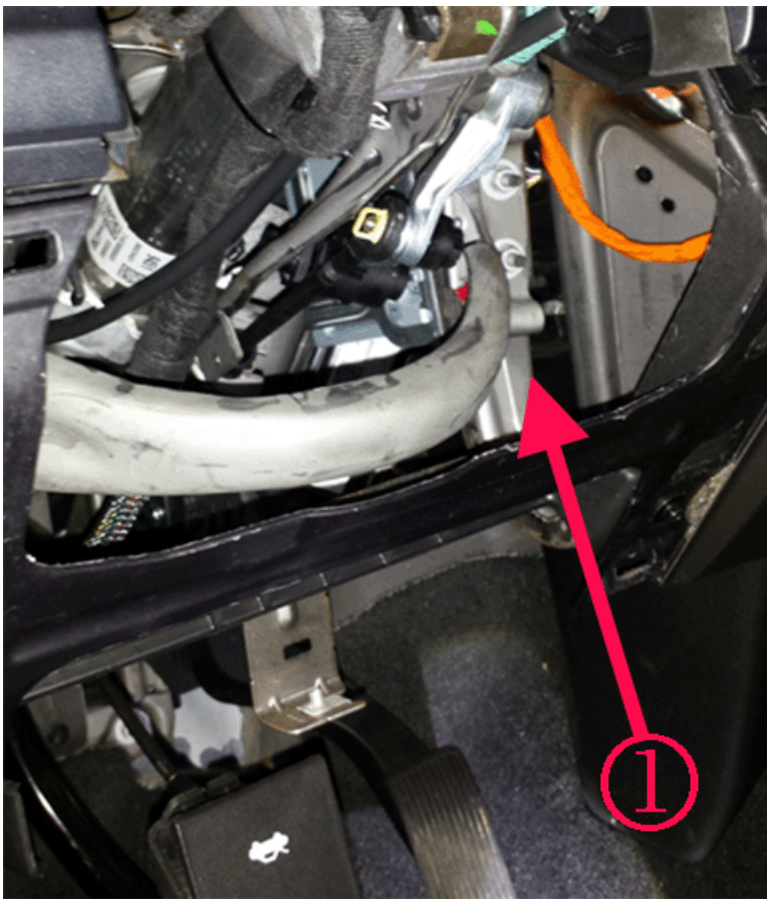
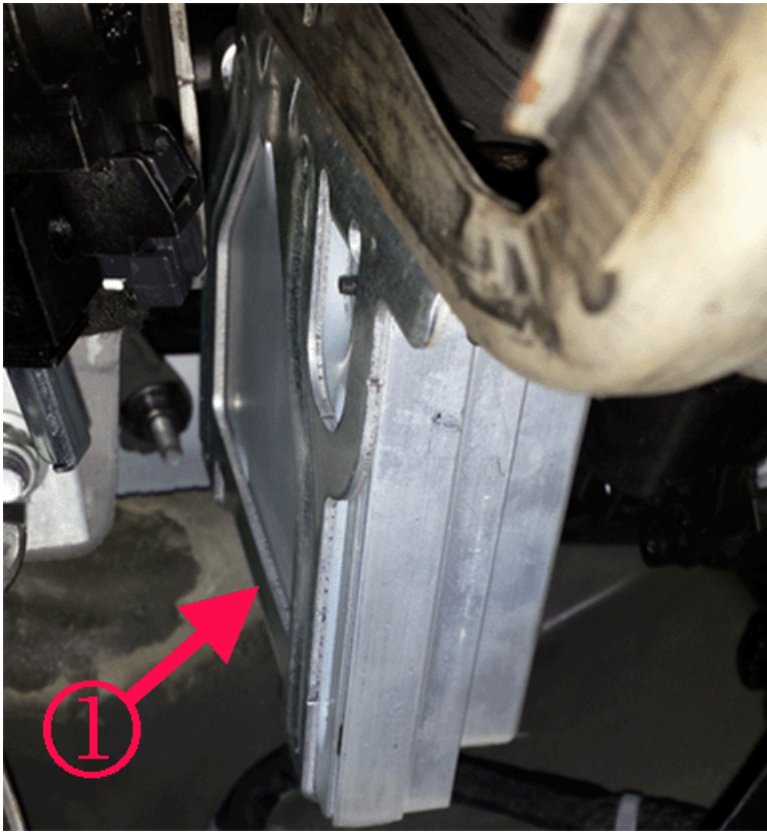
Defroster grill may be rattling due to insufficient retention of retainers. Press on defroster grill (# 1 in illustration) while duplicating concern to see if it is eliminated.

Recommendation/Instructions

Correction 1 (for vehicles equipped with 110 Volt AC Converter - RPO K14):

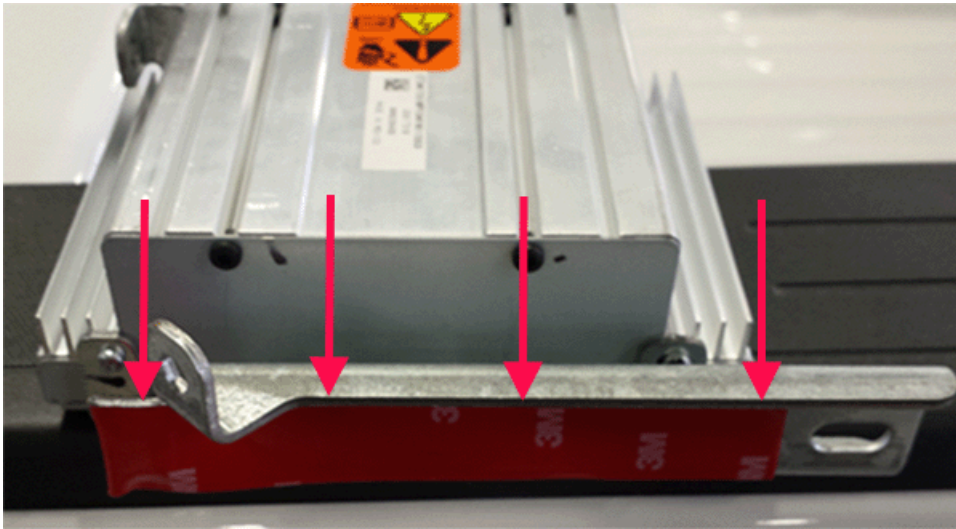
Follow SI to locate the Accessory AC and DC Power Control Module located to the right of the steering column.

See #1 in photos below:



Inspect the power inverter module for possibly moving slightly against mounting bracket and creating the noise.

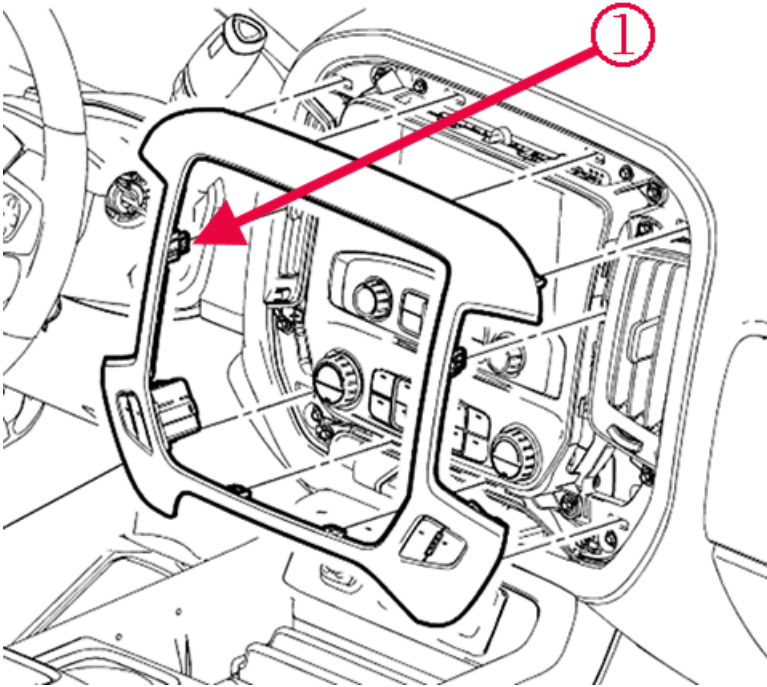
Remove the K14 power inverter module and apply two-sided tape to the module bracket to insulate it from the mount.



Two sided tape is available through Kent Automotive, part # P40519 which is a ½"x 50' roll or it may be obtained locally.

Correction 2:

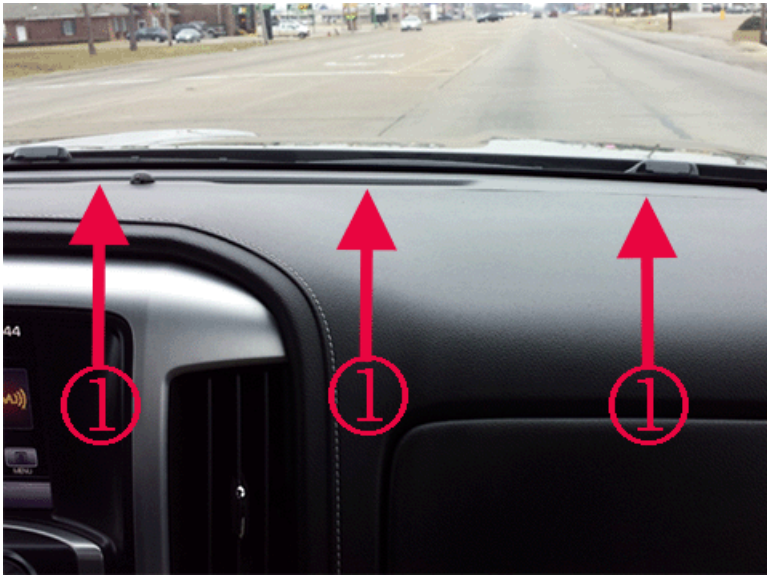
Wrap Kent automotive BRS flocking tape part number KT13487 over retainers (#1 in illustration) and reinstall bezel.



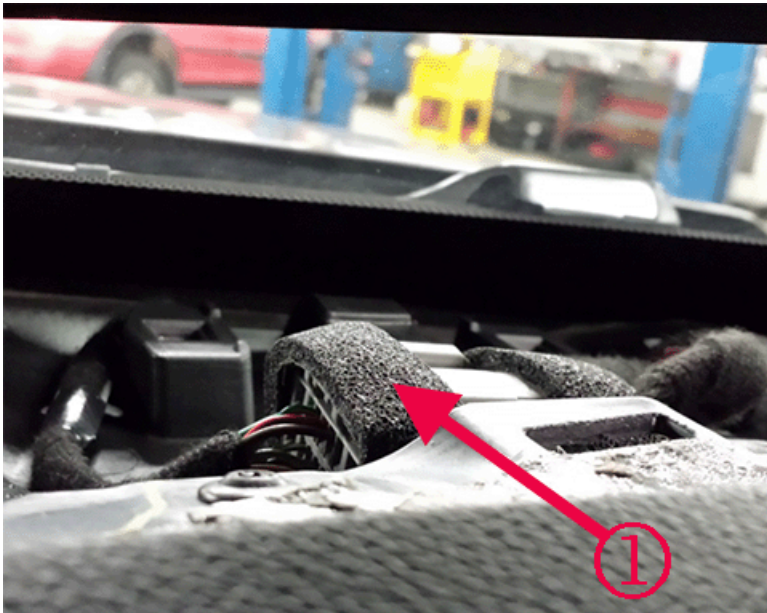
This will require an application of BRS flocking tape on ten retainers (one strip @ 1" x 10"). Two sheets should repair 16 vehicles.

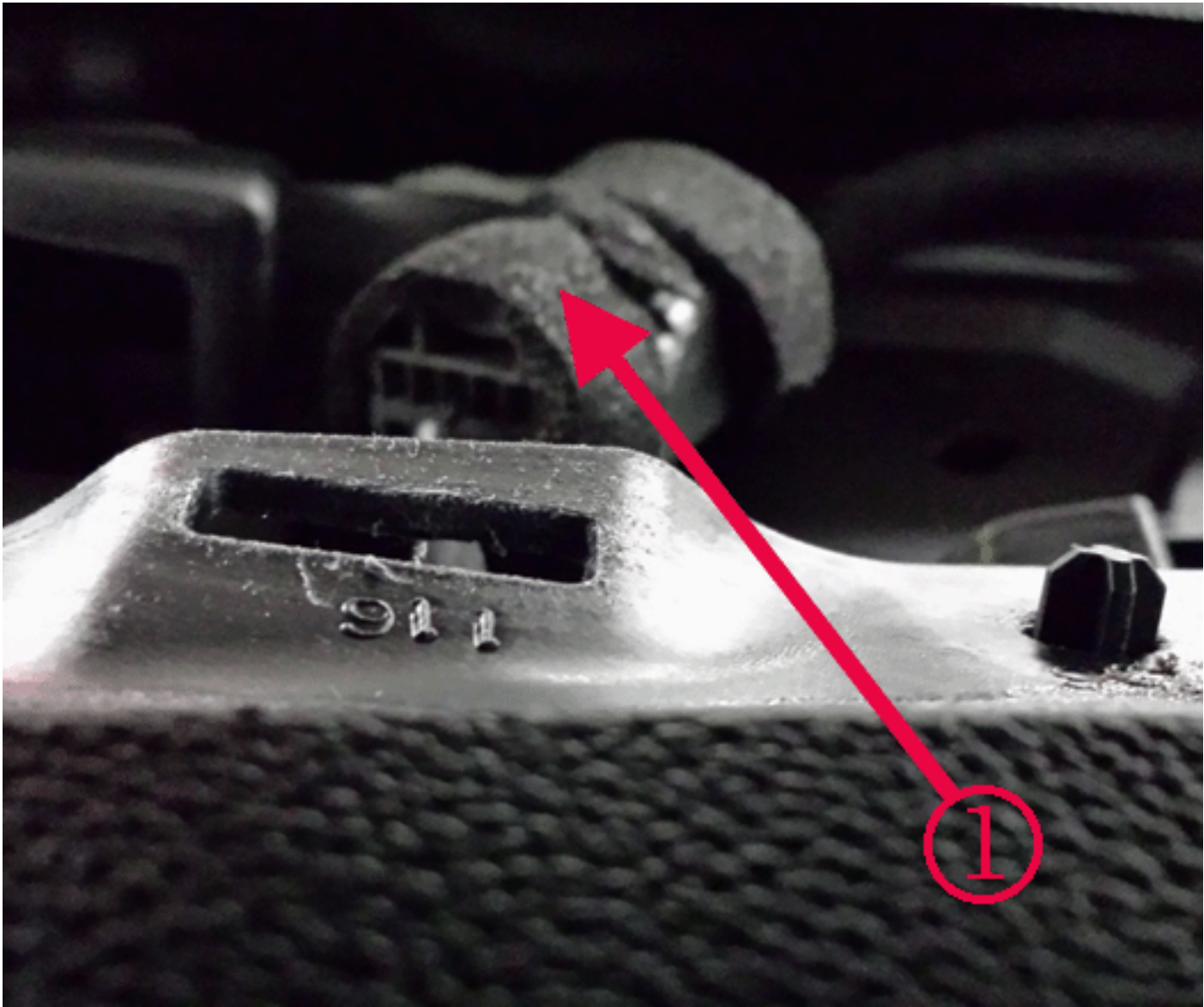
Correction 3:

Remove defroster grill.



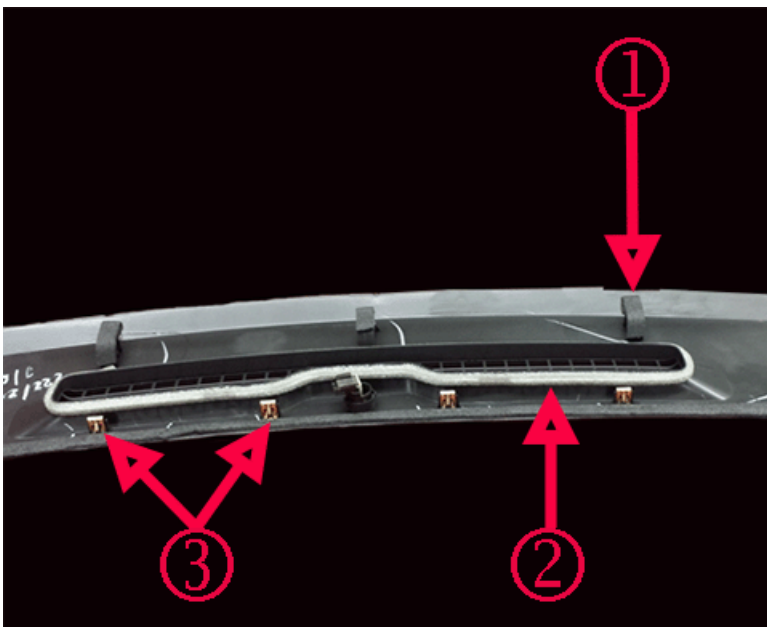
Apply foam tape around connectors located under grill to prevent them from rattling on grill. See # 1 in illustrations.





Apply foam tape to all mounting hooks in the front of the defroster grill # 1 and apply a strip of foam tape along the edge of the grill to isolate the grill from the dash #2.

Wrap Kent automotive BRS flocking tape part number KT13487 over the metal retaining tabs that secure defroster grill in position #3.



Foam tape can be obtained from Kent Automotive, part # KT15103 (40 ft. roll) or it may be obtained locally.

This repair will require 1 ½ meters with a 40 foot roll covering approximately 25 vehicles per roll. There are 22 retaining tabs that will each require an application of 1" of BRS flocking tape for a total of 20". Two sheets will repair 7 vehicles.

Parts Information

Part Number	Description	Qty
* P40519	Two Sided Tape	As Required
* KT13487	BRS Flocking Tape	As Required
* KT15103	Foam Tape	As Required
* Contact Kent Automotive at 1-888-YES-KENT or online at www.kent-automotive.com		

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
5420220	Accessory AC and DC Power Control Module Replacement	Use Published Labor Operation Time
1030730	Instrument Panel Accessory Bezel Replacement	Use Published Labor Operation Time
1032590	Instrument Panel Extension Replacement	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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