



Service Bulletin

PRELIMINARY INFORMATION

Subject: Rattle Noise From Second Row Seat

Models: 2015-2017 Cadillac Escalade Models
2015-2017 Chevrolet Suburban, Tahoe
2015-2017 GMC Yukon Models

This PI was superseded to add the 2017 model year, remove the build dates from the models, update the labor op and recommendation. Please discard PIT5284B.

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

Condition/Concern

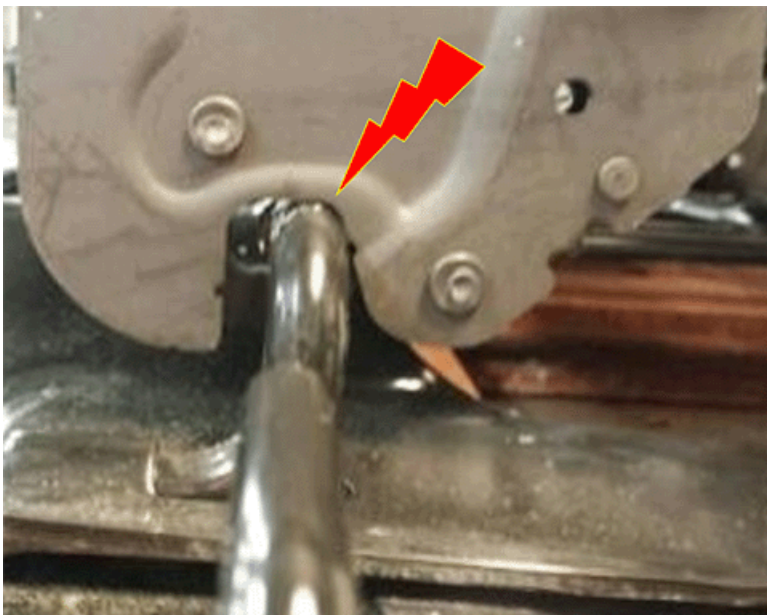
Some customers may comment on any of the following conditions with the second row seat:

- A rattle may occur from the seat when driving over bumps or rough surfaces
- When releasing the seat bottom it will not flip forward or must be assisted up off the latches before it will flip forward
- When lowering the seat, the latches may be difficult to fully secure

These conditions may be caused by any of the following:

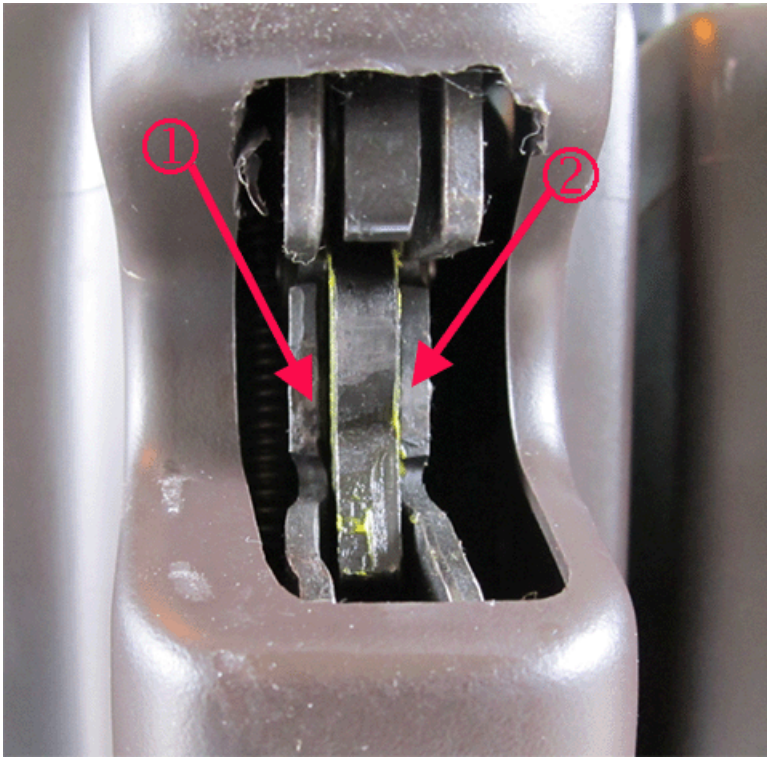
Condition 1: Striker not aligned properly fore/aft in latch opening, see picture below

This could cause a rattle or the striker to drag on the side of the latch opening not allowing the seat to flip forward or latch down easily.

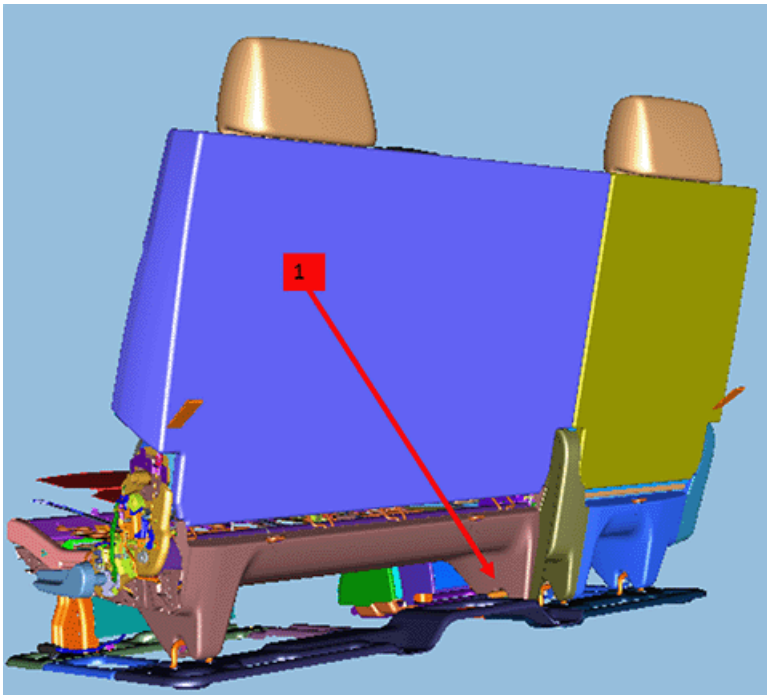


Condition 2: A seat bottom latch (inboard and/or outboard) may have an unequal latch opening side-to-side for the striker to seat into, see picture below. Opening (1) may protrude down farther than opening (2), which can cause a rattle, and which may make it difficult to secure and/or release latches.

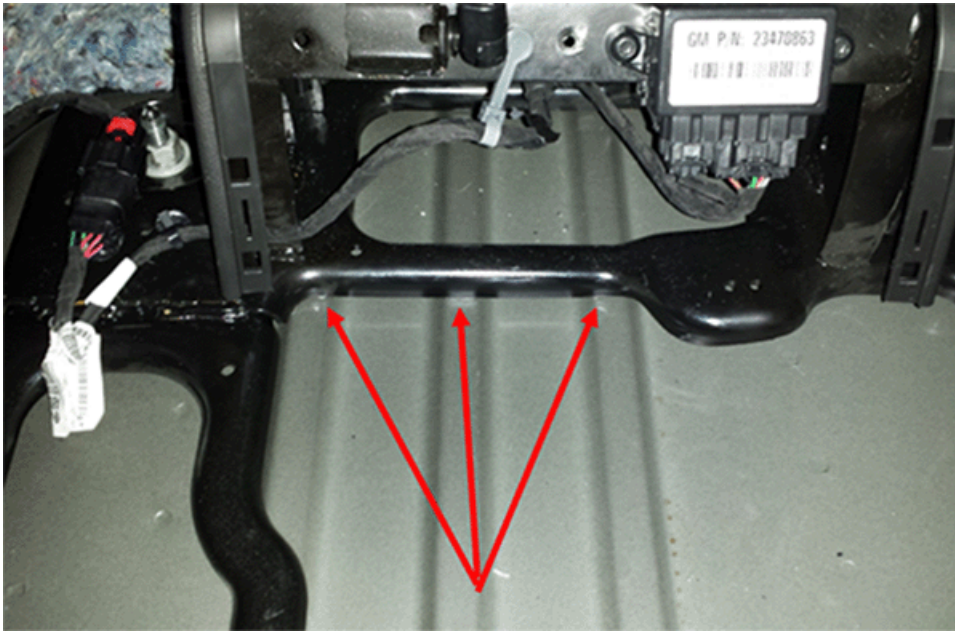
With the seat latched down, if the striker to latch interface is inspected on both sides of a latch, there will be a gap on one side of the latch and no gap on the other side of the same latch.



Condition 3: 60/40 Split Bench Seat: 60-percent long side bench, inboard latch (1) may not be properly aligned fore/aft in striker opening. Could cause a rattle and/or the striker to drag on the side of the latch opening not allowing the seat to flip forward or latch down easily.



Condition 4: Seat base plate contacting/rattling against ribs of floor pan.



Recommendation/Instructions

It will be necessary to have an additional technician drive the vehicle, while you sit in the 3rd row seat in an effort to locate the source of the rattle.

While the vehicle is being driven over the correct road surfaces according to the customer complaint which causes the rattle to be exhibited, sit in the 3rd row seat and inspect for the location of the rattle.

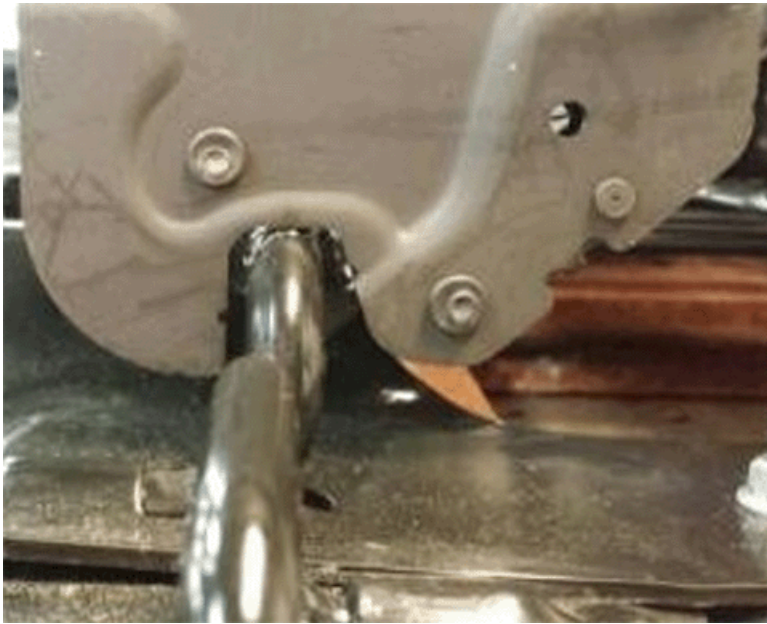
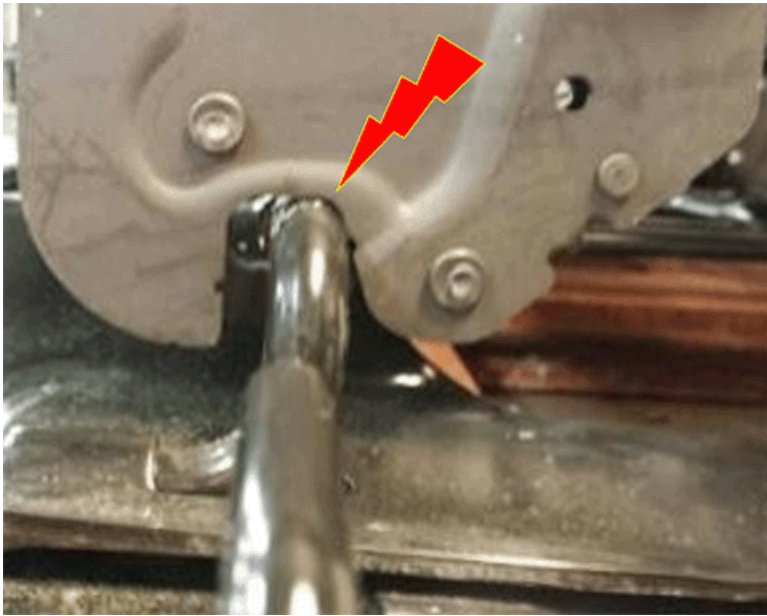
First evaluate the rattle with the 2nd row seat fully latched to the floor and with the seatback latched in the upright position. While the rattle is occurring during evaluation drive, feel around the base of the seats to determine which general location of the seat exhibits the condition – inboard vs outboard latch / recliner areas.

1. While the rattle is occurring during evaluation drive, feel around the base of the seats to determine which general location of the seat exhibits the condition – inboard vs outboard latch / recliner areas.
2. While the rattle is occurring, grasp the seatback and push upward/forward, then pull downward/backward over each of the latch locations.
 - a. If the rattle was reduced or eliminated while applying force to the seatback, focus on the area of greatest change.
 - b. If the rattle was unchanged, continue with investigation of the seat, but suspect another possible source of the rattle concern.
3. While the rattle is occurring, raise/lower/hold the headrest. If the rattle is no longer present/reduced, then the headrest and headrest guides will need to be further investigated as the likely source of the rattle.
4. While the rattle is occurring, manually fold the seatback down in the fully latched position. If the rattle is no longer present after lowering the seatback, the recliner mechanism needs to be investigated as the likely source of the rattle.
5. If the rattle is still present after lowering the seatback, again feel around the base of the seats to determine which general location of the seat exhibits the condition – inboard vs outboard latch area.
6. While the rattle is still occurring, manually release the affected seat up off the floor to the stowed position to ensure the rattle goes away once the seat is unlatched from the floor.
7. If the rattle is still present once the seat has been unlatched from the floor – inspect for Condition 4 as a possible source of the rattle.
8. If the rattle is not being caused by Condition 4, refer to SI for diagnosis of Non-Seat related rattle issues.

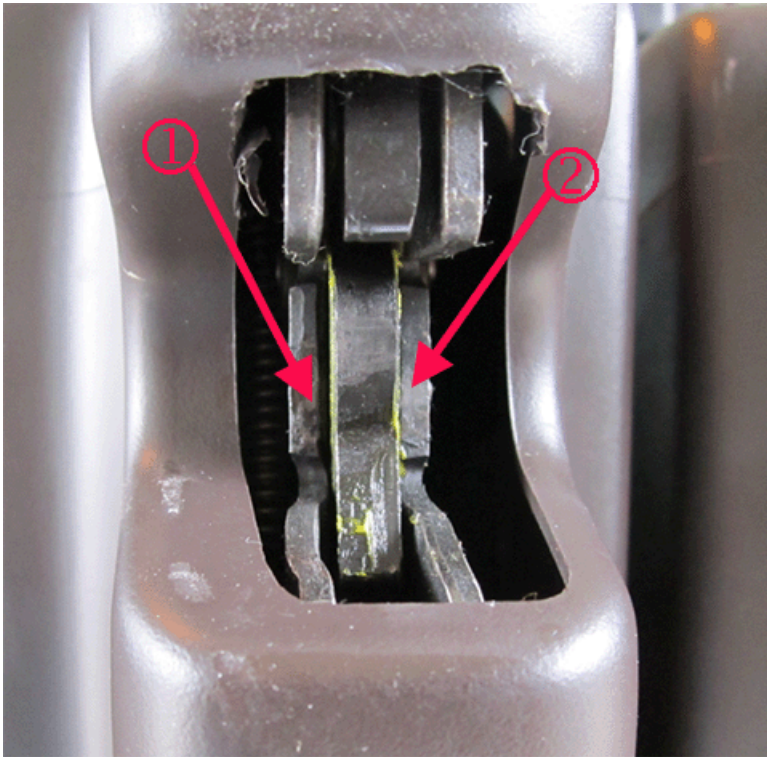
Note: It may be necessary to use an inspection mirror to fully review latch and striker alignment, and/or use marking dye to determine contact points.
9. If the rattle was eliminated once the seat was unlatched from the floor, based on the general latch area exhibiting the concern, continue with diagnostic steps below to determine which issue applies, and perform the appropriate adjustments as shown, then reevaluate the concern in the same manner to ensure rattle has been eliminated.

Condition 1 Repair: Striker not aligned properly fore/aft in latch opening

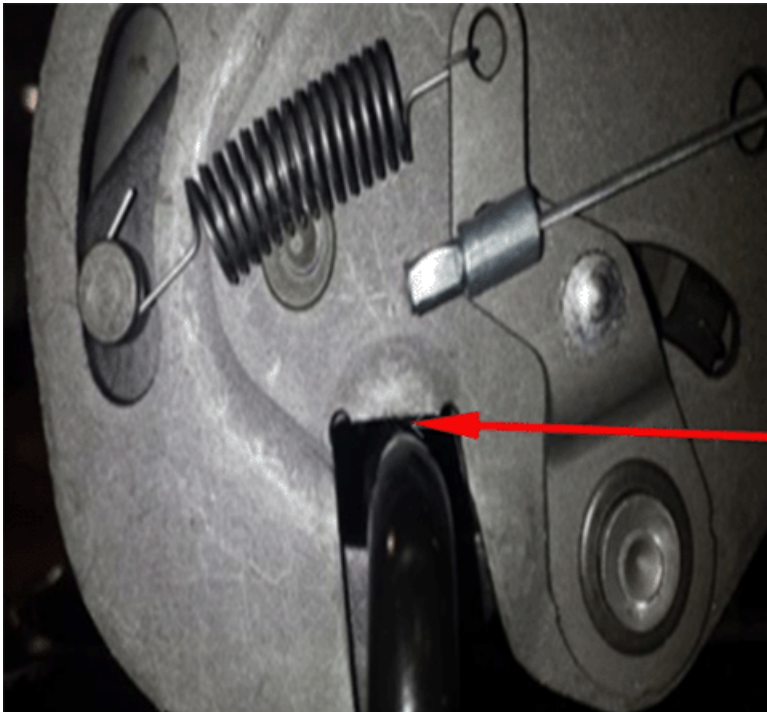
To repair this condition, rework/adjust the striker in the direction to center it in the latch opening. An adjustable wide mouth metal working tool may be used to carefully rework/adjust the striker just enough to center in the latch opening, as shown below.



Condition 2 Repair: A seat bottom latch (inboard and/or outboard) may have an unequal latch opening side-to-side for the striker to seat into. This procedure will form the protruding latch opening to the striker, which will allow the two openings (1, 2) to be equal/parallel to each other so the striker contacts both openings.



2.1 With the second row seat in the latched down position, inspect both sides of the same latch for striker to latch gapping, as shown. If gapping is present, perform the following to align the latch openings to the striker.



2.2 With the affected seat in the tumbled forward position, while applying steady, firm pressure, cycle the seat down into the latched position.

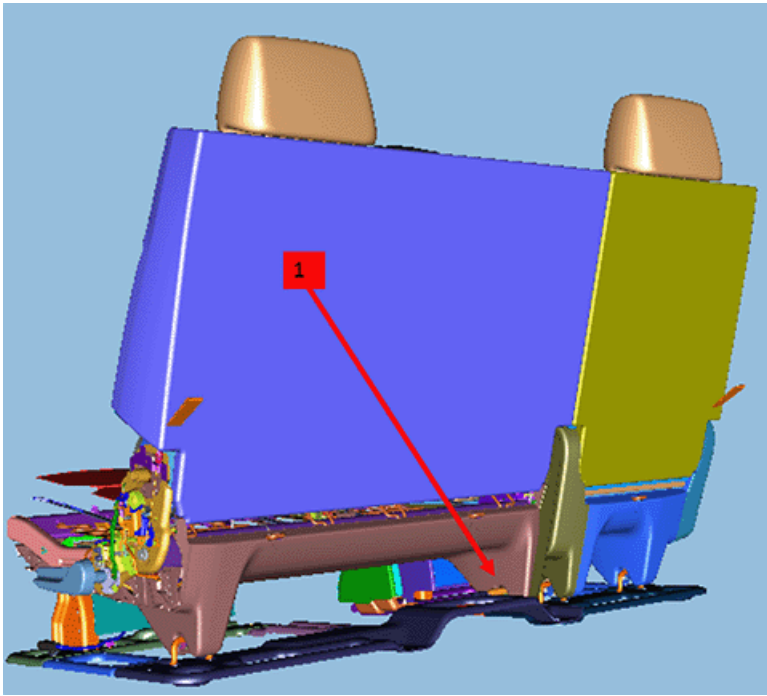
2.3 Repeat this procedure 3 to 4 times.

2.4 Latch the seat down using normal force and verify the rattle noise and/or latching condition is corrected.

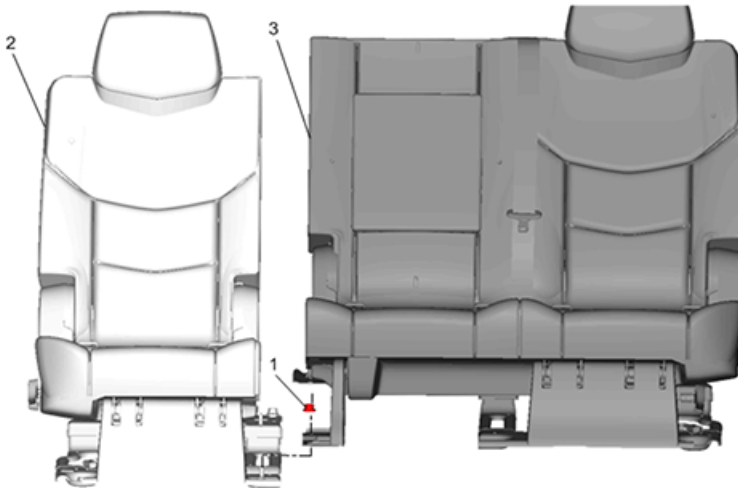
2.5 If the rattle noise and/or latching condition is still present, repeat steps 2.1-2.2 one additional time, see note below.

Note: Use care to NOT exert excessive pressure when cycling the seat or repeat step 2.2 more than recommended as damage to the seat bottom latch or striker may occur. If this step does not correct the concern then it is not the root cause of the issue; do not continue to firmly cycle the seat.

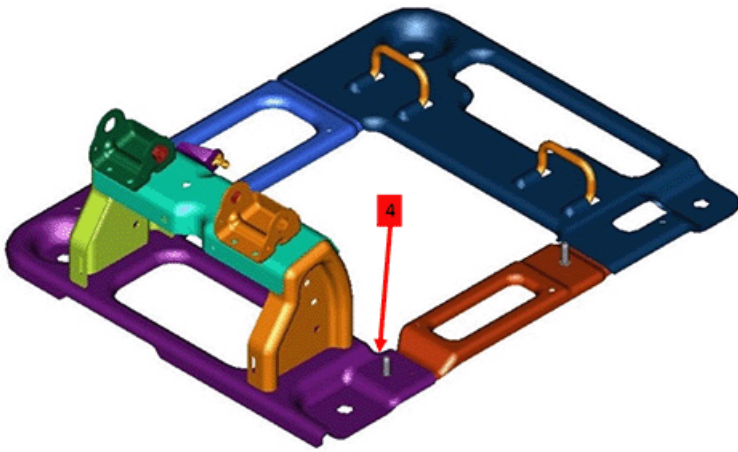
Condition 3 Repair: 60/40 Split Bench Seat: 60-percent seat, inboard latch (1) may not be properly aligned fore/aft in striker opening.



3.1 Remove the 60 percent seat (3) from the 40 percent seat (2), by removing both the seat-to-seat attachments (1) and floor attachments. Leave the 40 percent seat in position.

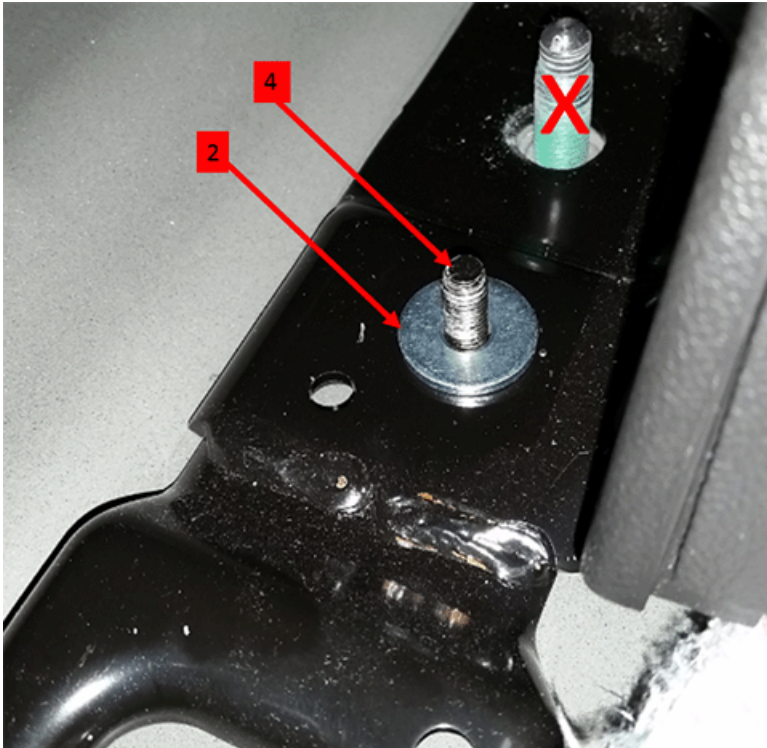


3.2 Pick up and position the 60 percent seat to allow access to the forward seat-to-seat attachment stud (4) locate on the 40 seat base, shown below.

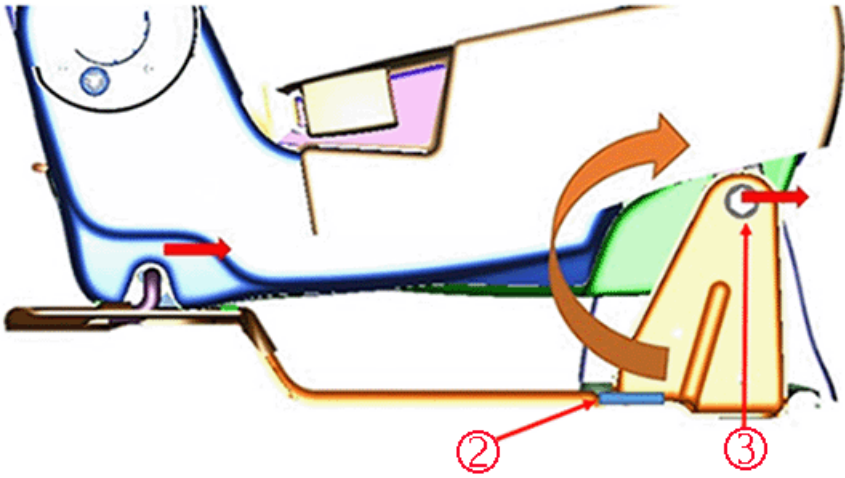


3.3 Place a 2.6 mm thick flat washer (2) over the 40 percent seat base stud (4), which is the seat-to-seat attachment, NOT the floor stud (X). This washer will be sandwiched between the 40 percent seat base and 60 percent seat base frames.

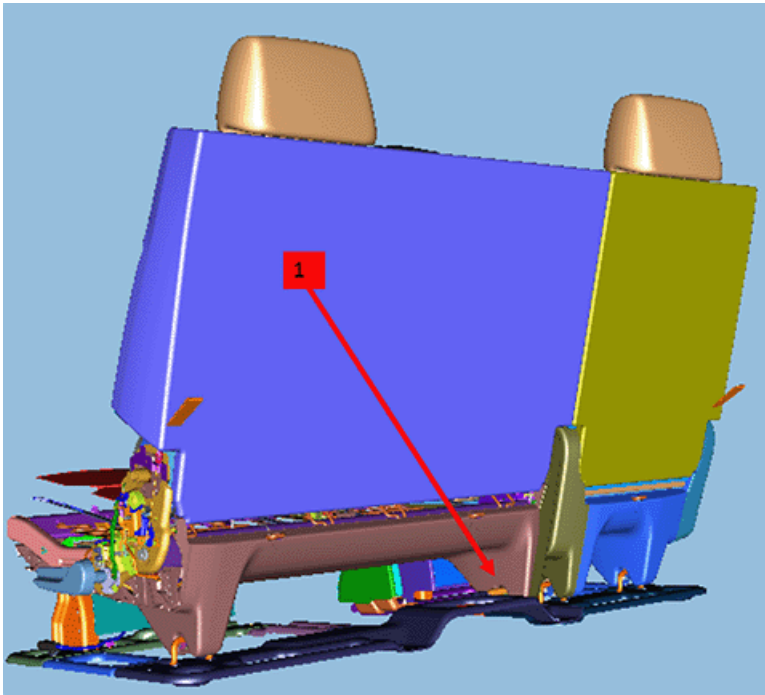
Note: If there is already a washer in this position (2) do NOT install a 2nd washer. Skip this step and continue with the PI.



Adding the 2.6 mm washer (2), which will be sandwiched between the 40 percent seat and 60 percent seat frames, is intended to slightly tilt forward the seat riser (3), which will in turn pull the 60 percent seat inboard latch forward to help center the latch opening to the floor striker, eliminating the rattle.



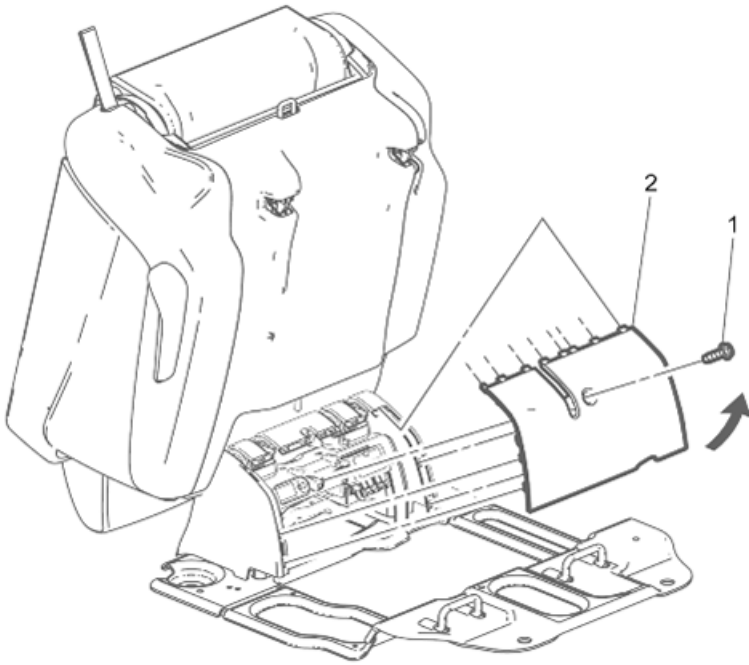
3.4 Reinstall the 60 percent seat into position. The 2.6mm washer (2), (no longer visible), at the seat-to-seat forward attachment stud (4) will be sandwiched between the 60 percent seat base and 40 percent seat base frames.



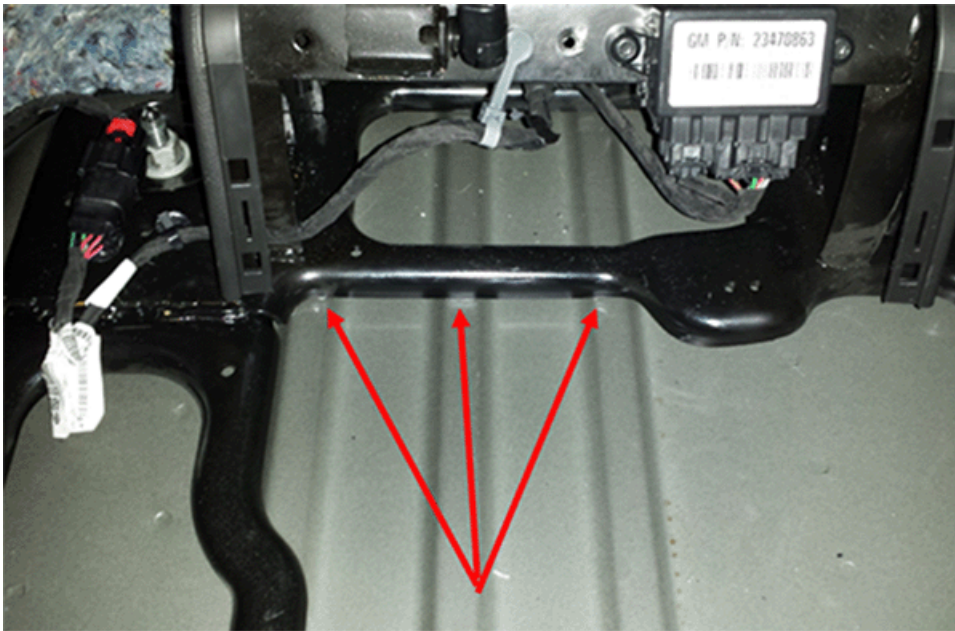
- 3.5 Torque the seat base frame to floor nuts to 45 Nm (33 lb ft)
- 3.6 Torque the bench-to-seat attachment nuts to 45 Nm (33 lb ft)
- 3.7 Inspect to ensure the rattle condition at the 60% inboard latch has been eliminated.

Condition 4 Repair: Seat base plate contacting/rattling against ribs of floor pan.

4.1 Remove the Rear Seat Riser Opening Finish Cover (2), shown below.



4.2 Inspect the seat base plate for contacting the ribs of the floor pan, as shown below. If contact is present paint damage may be visible at the area of contact.



4.3 Apply Mylar tape to the floor pan to provide relief for the rattle condition, then reevaluate.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
7080218*	Seat Latch Inspection	0.5 hr
Add	(Repair 1) Adjust Striker To Center In Latch Opening.	0.1 hr
Add	(Repair 2) Firmly Cycle The Seat Down Into The Latched Position.	0.1 hr

Add	(Repair 3) Adjust 60/40 Bench Inboard Latch Alignment	0.4 hr
Add	(Repair 4) Correct Seat Base Plate to Floor Contact	0.2 hr
* This is an unique labor operation for bulletin use only.		

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION