



# Service Bulletin

## INFORMATION

**Subject:** Engineering Information – Rattle Noise from Second Row Seat

**Models:** 2015 Cadillac Escalade Models Built Between January 2015 to June 2015  
2016 Cadillac Escalade Models Built Between October 2015 to May 2016  
2015 Chevrolet Suburban, Tahoe Models Built Between January 2015 to June 2015  
2016 Chevrolet Suburban, Tahoe Models Built Between October 2015 to May 2016  
2015 GMC Yukon Models Built Between January 2015 to June 2015  
2016 GMC Yukon Models Built Between October 2015 to May 2016

**Attention:** Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

### Condition

**Important:** If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

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.

### Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

### Instructions

If you encounter a vehicle with the above concern, follow the diagnostic steps listed below, then contact the engineers below to review findings.

While performing the diagnostic steps, take note of the following for discussion with engineering:

- Did the rattle stop at any point during the diagnostic steps?
- If the rattle stopped - during which diagnostic step did the rattle stop?

**Note:** 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.

1. While the vehicle is being driven over the correct road surfaces according to the customer concern which causes the rattle to be exhibited, sit in the 3rd row seat and inspect for the location of the rattle.
2. First evaluate the rattle with the 2nd row seat fully latched to the floor and with the seatback latched in the upright position.
3. 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.

4. While the rattle is occurring, grasp the seatback and push upward/forward, then pull downward/backward over each of the latch locations.
  - If the rattle was reduced or eliminated while applying force to the seatback, focus on the area of greatest change.
  - If the rattle was unchanged, continue with investigation of the seat, but suspect another possible source of the rattle concern.
5. While the rattle is occurring, manually fold the seatback down in the fully latched position.
6. 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.
7. 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.
8. 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.
9. If the rattle is still present once the seat has been unlatched from the floor – inspect for Condition 4 in the latest version of PIT5284 as a possible source of the rattle, and be ready to discuss findings with engineering.
10. If the rattle is not being caused by Condition 4 in the latest version of PIT5284, the rattle concern may not be related to the 2nd row seat. Be ready to discuss findings with engineering. If determined not to be related to the 2nd row seat, refer to SI for diagnosis of Non-Seat related rattle issues.

## Contact Information

| Engineer Name         | Phone Number |
|-----------------------|--------------|
| Kim Ellis             | 586-291-7518 |
| Prabhakar Palaniappan | 586-907-3087 |
| Bob Hillier           | 248-930-8373 |

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

| Labor Operation  | Description  | Labor Time |
|--|--|------------|
| 7080328*   | Perform Diagnostics for 2nd Row Seat Rattle and Contact Engineer | 1.0 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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