




Service Bulletin

File in Section: -
 Bulletin No.: 17-NA-274
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INFORMATION

Subject: Information on Heated/Cooled Cup Holder Service Parts

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2012	2014				

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	ULT (Platinum Edition) with HNE (Heated and Cooled Cup Holder)
Condition	Some customers may comment that the heating and/or cooling performance of the cup holders is insufficient.
Information	<p>During diagnosis of the cup holder performance, if root cause leads to the thermal exchange unit needing replacement, it will be found that the thermal exchange unit cup holder part is no longer available.</p> <p>There are 2 options available to be determined with the customer:</p> 

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Note: The HNE version cup holder is stainless steel.

- Option-1: Keep the existing heated and cooled cup holder as-is with heat/cool functional concern.

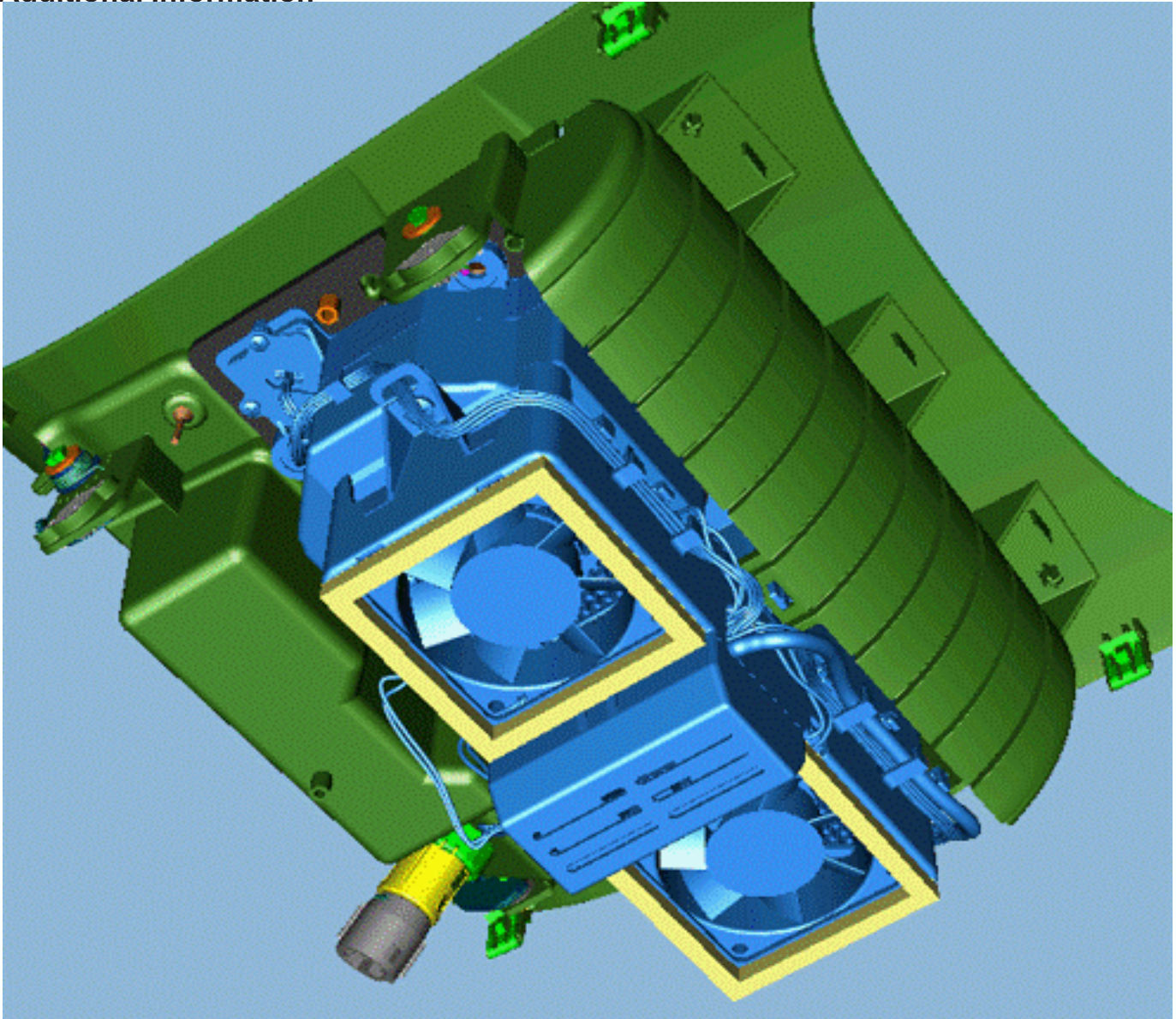


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Note: The Non-HNE version cup holder is black plastic.

- Option-2: Replace the console upper trim plate/bezel with the Non-heat/cool cup holder (Non-HNE) version.

Additional Information



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The stainless cup holders are formed by the cup holder thermal exchange unit. If option-2 is chosen, the thermal exchange unit will need to be removed along with the upper console trim plate/bezel as an assembly. The body side electrical connector will need to be secured to prevent a possible rattle concern. The new Non-HNE trim bezel will have the black plastic style cup holders pre-installed to the bezel.

Parts Information

Note: For option-1: The front floor console upper trim plate/bezel is still available (less the cup holder thermal exchange unit). For option-2: To obtain the correct Non-HNE front floor console upper trim plate/bezel (with black plastic cup holders), refer to 2014MY Escalade, using all appropriate options, less HNE.

If required, refer to the Electronic Parts Catalog (EPC) for the 2014 Escalade to determine the part number for the Non-Heat/Cool Cup Holder replacement (Non-HNE).

Service Procedure

Refer to *Front Floor Console Front Cup Holder Replacement* in SI.

Version	1
Modified	

Additional Keywords: cupholder

