

# Service Update

## 17268 Floor Pan to Quarter Panel Squeak



Reference Number: N172098320

Release Date: August 2017  
Revision: 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade ESV	2017	2017		
Chevrolet	Suburban				
GMC	Yukon XL				

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2017 model year Cadillac Escalade ESV, Chevrolet Suburban, and GMC Yukon XL vehicles may have been assembled with improper welds between the right-hand inner quarter panel, rear floor pan, and floor pan extension. If this condition is present the panel flanges could separate causing a squeak noise and, over an extended period of time, corrosion of the panel.
<b>Correction</b>	Install rivets and apply corrosion protection.

### Parts

Quantity	Part Name	Part No.
5	Rivet	11561334
1	Seal, A/C Cmpr & Cndsr Hose	02724966
1	Seal, A/C Evpr Tube	52477087
As Req'd	Clear Seam Sealer	*P10200

\* Contact Kent Automotive at 1-888-937-5368 (USA), 1-800-563-1717 (Canada), or [www.kent-automotive.com](http://www.kent-automotive.com). Dealers that do not have a Kent Automotive account or representative must advise the Customer Service Representative that the part is being used for this GM bulletin to obtain special bulletin pricing. **Do not order from GMCCA.**

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103314	Install Rivets, Includes Corrosion Protection Steps	2.0	ZFAT	*

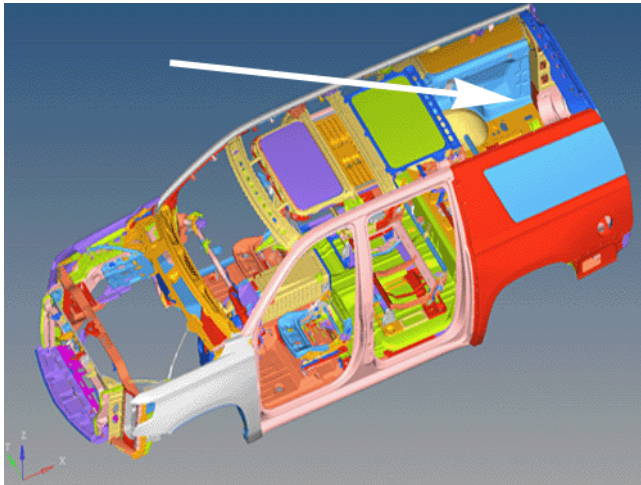
\* The amount identified in "Net Item" should represent the actual sum total of the current Dealer net price for catalyzed primer and seam sealer needed to perform the required repairs. Submission should be made in Net/Miscellaneous and is not to exceed \$9.00 USD, \$13.00 CAD.

### Service Procedure

1. Recover the refrigerant. Refer to *Refrigerant Recovery and Recharging* in SI.
2. Raise the vehicle.

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3. Remove the auxiliary air conditioning evaporator hose from the rear evaporator case and remove the attaching stud to provide more clearance. Refer to *Auxiliary Air Conditioning Evaporator Hose Replacement* in SI.



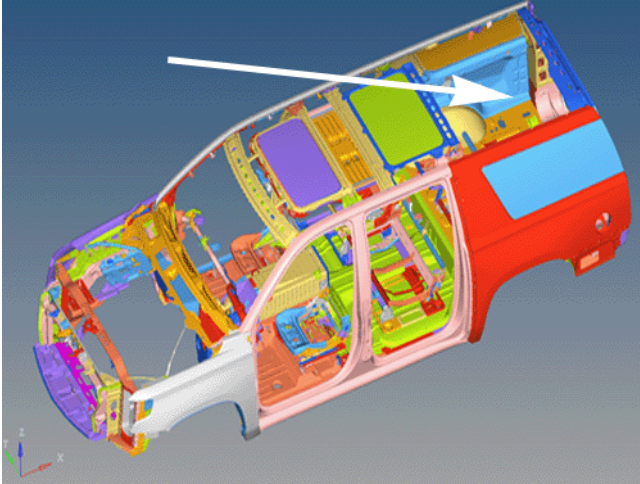
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**Caution:** Do not use excessive force against, or pry up on, the studs.

4. Remove the 2 locating stud nuts from the evaporator case to allow for additional clearance.

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5. Mark the 5 areas to be drilled as shown.
6. Drill five 6.8 mm (17/64 inch) holes.
7. \* Prepare a small portion of catalyzed primer in a mixing cup.

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8. Dip the tip of the rivets into the primer.
9. Using an appropriate rivet gun, install the five rivets.
10. Clean any primer squeeze out from the repair area.



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11. Apply seam sealer (or equivalent), on and around each of the rivet heads after installation.
12. Install the 2 locating stud nuts from the evaporator case.
13. Install the auxiliary air conditioning evaporator hose attaching stud.
14. Install the auxiliary air conditioning evaporator hose. Refer to *Auxiliary Air Conditioning Evaporator Hose Replacement* in SI.
15. Lower the vehicle.
16. Recharge the refrigerant. Refer to *Refrigerant Recovery and Recharging* in SI.

\* Refer to the 2016 GM Approved Refinish Materials booklet (GMW15406) for specific products. To access the booklet, go to [www.genuinegmparts.com](http://www.genuinegmparts.com). Click on Collision Repair. From this page, Click on Paint Shop. Select 2014 GM Approved Refinish Materials. In Canada, the GM Approved Refinish Materials Booklet is also available in GM Global Connect by choosing LIBRARY, SERVICE and then PAINT SHOP.

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### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



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GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4516  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 1, 2017

Subject: 17268 - Service Update  
Floor Pan to Quarter Panel Squeak

Models: 2017 Cadillac Escalade ESV  
2017 Chevrolet Suburban  
2017 GMC Yukon XL

To: All General Motors Dealers

General Motors is releasing Service Update 17268 today. The total number of U.S. vehicles involved is approximately 327. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated August 2, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE  
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