

Service Update

17298 Brake Pedal Performance - Wrong Fasteners



Reference Number: N172103820

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	2017	2017		
	Escalade ESV				
Chevrolet	Suburban				
	Tahoe				
GMC	Yukon				
	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.

Condition	Some 2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, and GMC Yukon, Yukon XL vehicles may have been assembled with the wrong fasteners retaining the brake master cylinder to the brake vacuum booster. If this condition is present, it may not be noticed until mileage accumulates. Once mileage accumulates, potential exists for these fasteners to loosen gradually, resulting in brake pedal performance that is noisy, long in travel and spongy in behavior. Progressively longer stopping distances may also be experienced and, eventually, a driver information center (DIC) message of "Service Brake Assist" will appear.
Correction	Replace the brake master cylinder nuts.

Parts

Quantity	Part Name	Part No.
2	Brake Master Cylinder Nut	11517996

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
9103315	Brake Master Cylinder Nut Replacement	0.2	ZFAT	N/A

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Service Procedure

1. Open the hood and install fender covers.



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2. Locate the brake master cylinder nuts.

Caution: Only replace one brake master cylinder nut at a time. Removing both of the brake master cylinder nuts at the same time may cause part damage.

3. Remove one of the brake master cylinder nuts. Leave the other brake master cylinder nut fully secured.
4. Install a NEW brake master cylinder nut and tighten to 33 Nm (24 lb ft).
5. Repeat steps 3 and 4 for the other brake master cylinder nut.
6. Remove fender covers and close hood.

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.

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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URGENT - DISTRIBUTE IMMEDIATELY

Date: August 1, 2017

Subject: 17298 - Service Update
Brake Pedal Performance - Wrong Fasteners

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

To: All General Motors Dealers

General Motors is releasing Service Update 17298 today. The total number of U.S. vehicles involved is approximately 76. 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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