

Service Bulletin

TECHNICAL

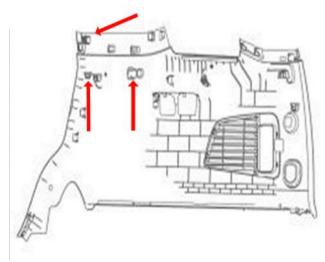
Subject: Creak Noise Heard from the Quarter Lower Rear Trim Panel Area

Brand:	Model:	Model Year:		Breakpoint:		Engina	Transmission:
		from	to	from	to	Engine:	
Cadillac	Escalade Models						
Chevrolet	Suburban	2015	2019				
	Tahoe						
GMC	Yukon						

Involved Region or Country	North America, Europe, Russia, Middle East, South America, Japan, South Korea and Thailand.	
Condition	Some customers may comment on a creak noise heard from the quarter lower rear trim panel area.	
Cause	This condition may be caused when the quarter rear trim panel sheet metal, upper and lower, rubbing together.	
Correction	Pry the upper and lower quarter rear trim panel sheet metal apart following the procedure below.	

Service Procedure

1. Remove the body lock pillar upper trim panel. Refer to Body Lock Pillar Upper Trim Panel Replacement in SI.



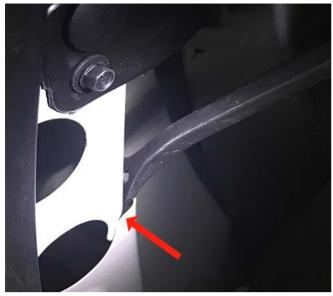


5360267

3. Slightly pull the corner of the quarter lower rear trim panel back and locate where the upper and lower sheet metal meet, as shown in the picture above.

5360965

2. Remove the retainers in the 3 locations on the backside of the quarter lower rear trim panel, as shown in the picture above.





5360726

4. Pry the two pieces of sheet metal apart, as shown in the pictures above.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time		
1481218*	Prying the Upper and Lower Quarter Rear Trim Panel Sheet Metal Apart	0.5 hrs.		
*This is a unique Labor Operation for Bulletin use only.				

Version	1
Modified	Released June 21, 2019

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, <u>DO NOT</u> 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