



Service Bulletin

Bulletin No.: 19-NA-004

Date: March, 2020

TECHNICAL

Subject: Squeak or Creak Noise from Right Rear of Vehicle While Driving

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2018	2020			All	All
Chevrolet	Suburban, Tahoe	2018	2020				
GMC	Yukon Models	2018	2020				

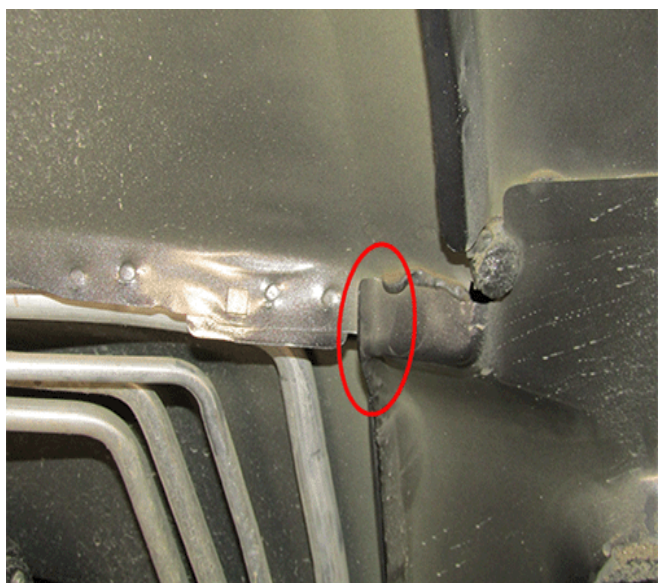
Involved Region or Country	North America, N.A. Export Regions
Condition	Customer may comment on hearing a squeak or creak coming from the right rear of vehicle while driving.
Cause	The cause of the condition may be sheet metal interference at a seam in the inner quarter wheel house, cause during the manufacturing process.
Correction	After verifying the customer's condition, gain access to the right quarter panel inner sheet metal and eliminate the interference, following the steps in the Service Procedure below.

Service Procedure



5205840

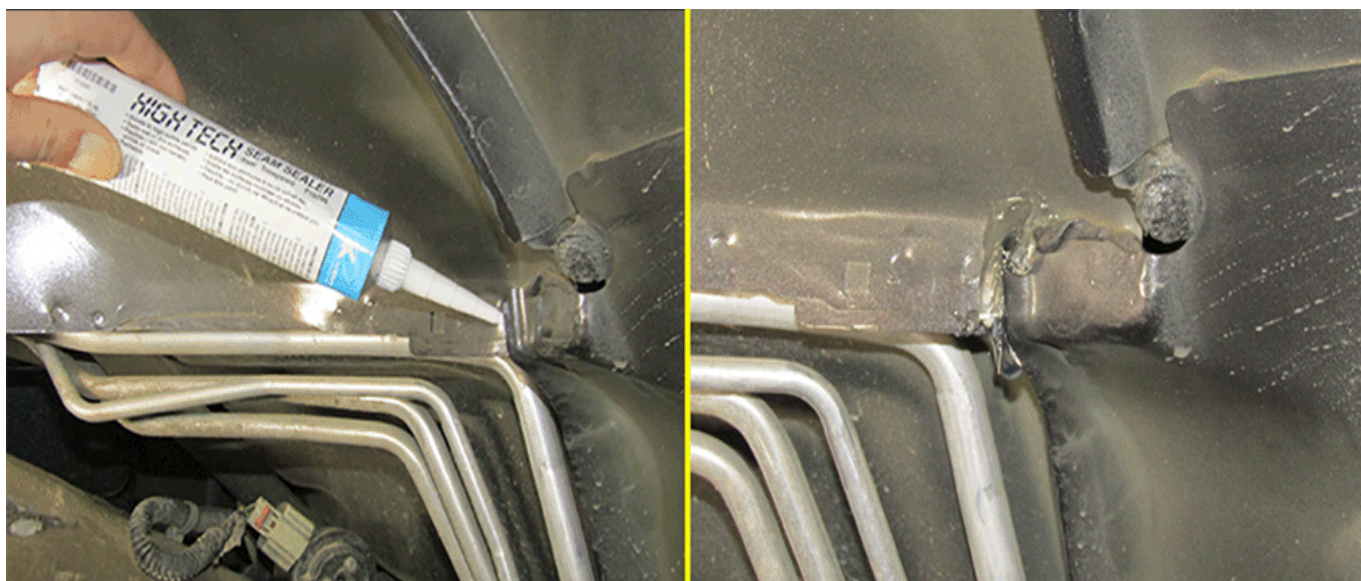
1. Remove the right rear wheelhouse liner (1). Refer to the appropriate *Rear Wheelhouse Liner Replacement* procedure, in SI.



2. Locate the sheet metal seam/gap shown in the graphic above.



3. Using a flat-blade screwdriver (1), or suitable tool, insert the tool vertically into the gap pushing upward until it engages with the upper sheet metal lip, above the gap.
4. Carefully pry outboard until the gap widens slightly.



5205852

5. Apply a bead of Kent® High-Tech Seam Sealer Clear P10200, or equivalent, into the gap and across the top seam.
6. Reinstall the right rear wheelhouse liner. Refer to the appropriate *Rear Wheelhouse Liner Replacement* procedure, in SI.
7. Verify condition has been eliminated.

Parts Information

Causal Part	Description	Part Number	Quantity
N/A	Kent® High-Tech Seam Sealer Clear*	P10200	As needed

* We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.

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
1481138*	Eliminate Right Inner Quarter Panel Sheet Metal Interference	0.5 hr

*This is a unique Labor Operation for Bulletin use only.

Version	2
Modified	Released January 09, 2019 Revised March 10, 2020 — Added the 2020 Model Year.

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.



WE SUPPORT VOLUNTARY
TECHNICIAN
CERTIFICATION