



Service Bulletin


Bulletin No.: 21-NA-129

Date: June, 2021


TECHNICAL

Subject: Rear Seat (60 Percent) and/or (40 Percent) Chucking Movement, and Noise is Present at Rear Latch to Striker

Brand:	Model:	Model Year:		Date Breakpoints:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2021	January 15, 2021	May 15, 2021	All	All
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon Models						

Involved Region or Country	North America, Middle East, Russia, Chile, Colombia, Peru, Thailand, Japan, Ecuador and S. Korea.
Additional Options (RPOs)	
Condition	Some customers may comment on feeling a chucking movement and hearing a noise present at the rear latch to striker of the rear seat (60 Percent) and/or (40 Percent).
Cause	

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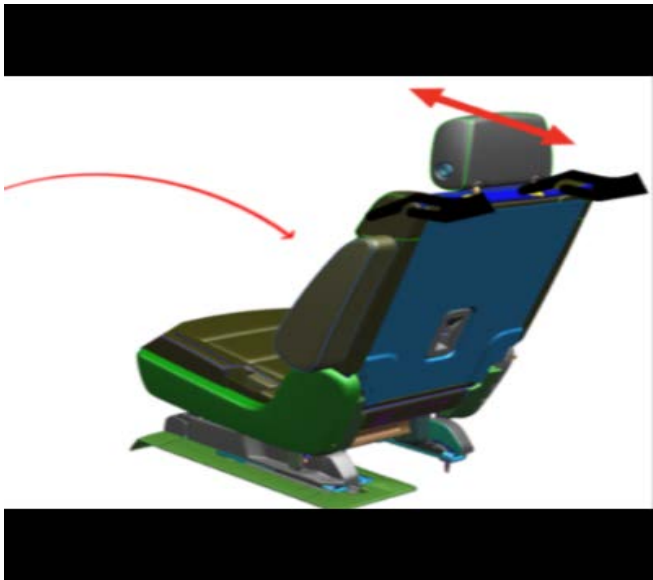
	 <p data-bbox="1419 739 1484 758">5844082</p> <p data-bbox="539 768 1370 823">Note: Improper engagement is shown by the red arrow example above. Proper engagement is shown by the green arrow example.</p> <p data-bbox="539 833 1471 888">The cause of the condition may be cinch cam on the rear latches are not engaged with the hook semi pierce. This allows movement of the seat, creating the chucking and noise.</p>
<p data-bbox="131 909 253 932">Correction</p>	<p data-bbox="539 896 1438 951">Verify the condition using the <i>Latch Chucking Movement Check Procedure</i> below and follow the Service Procedure as necessary.</p>

Service Procedure

Latch Chucking Movement Check Procedure

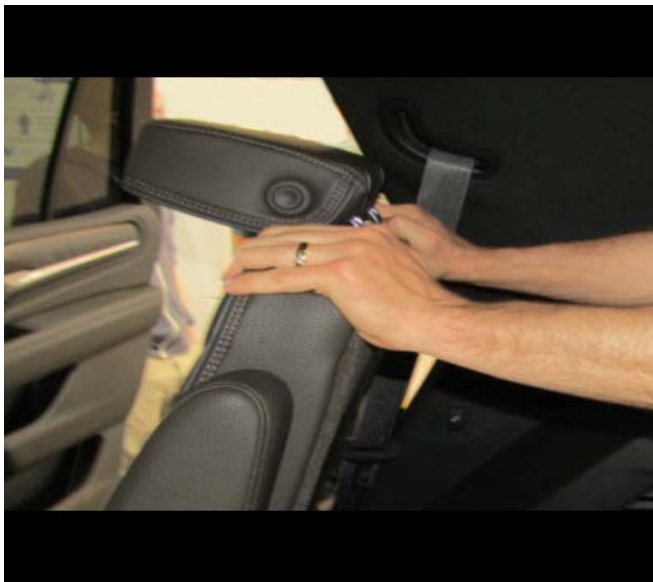


1. With the rear seat in fold and tumble position, return the seat to it's latched position under normal application force (DO NOT SLAM SEAT).



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2. Return the seatback from folded, to design position.



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3. Using 2 hands, apply a fore-aft load to top of the upper seatback corners, using high force. Repeat 3 times.
4. For either seat displaying the chocking movement, complete the steps in the Service Procedure below, on the affected side(s).

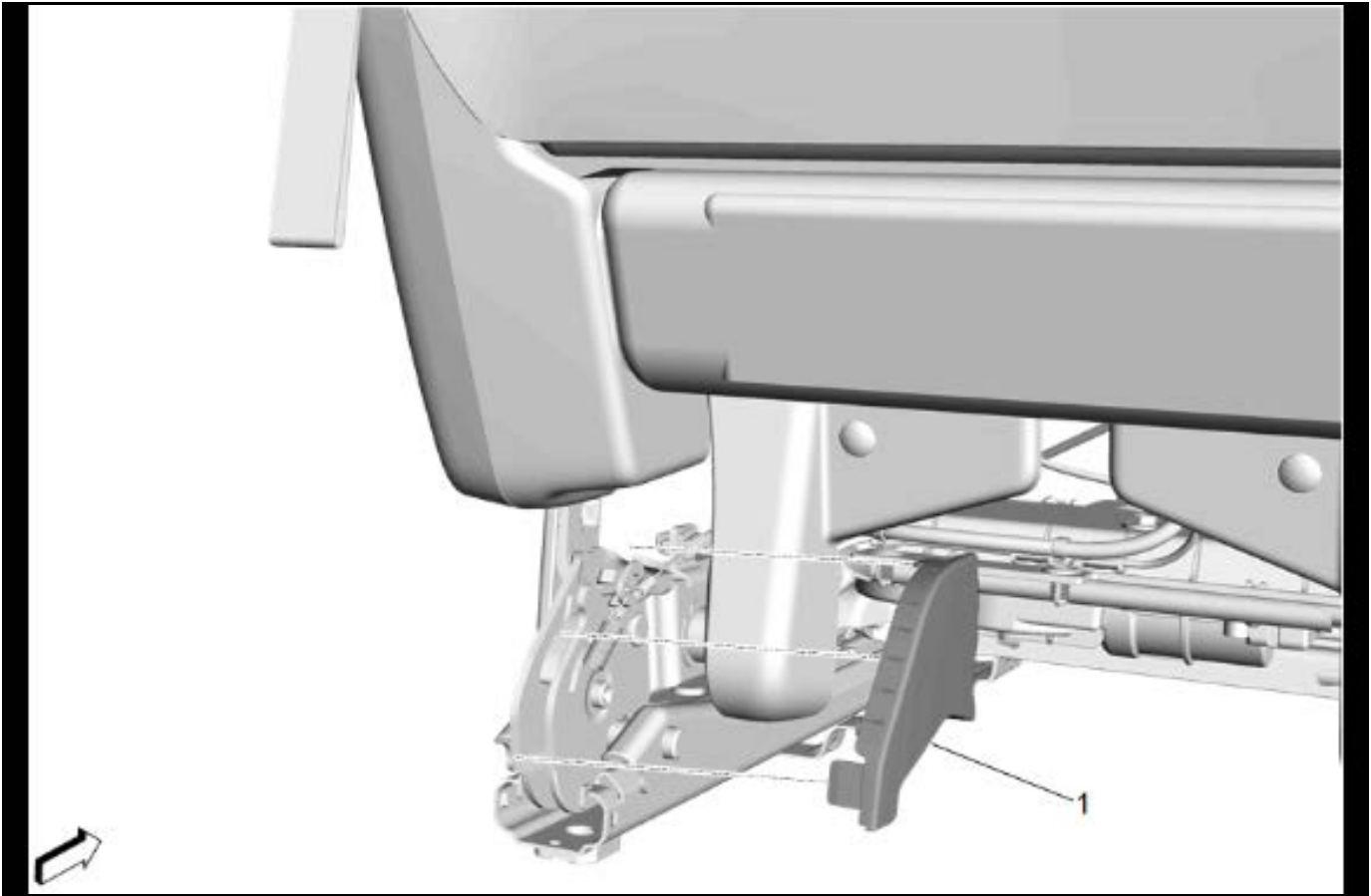
Service Procedure



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Note: Verify which latch location (inboard, outboard or both) has the chocking movement, between the floor latch and striker.

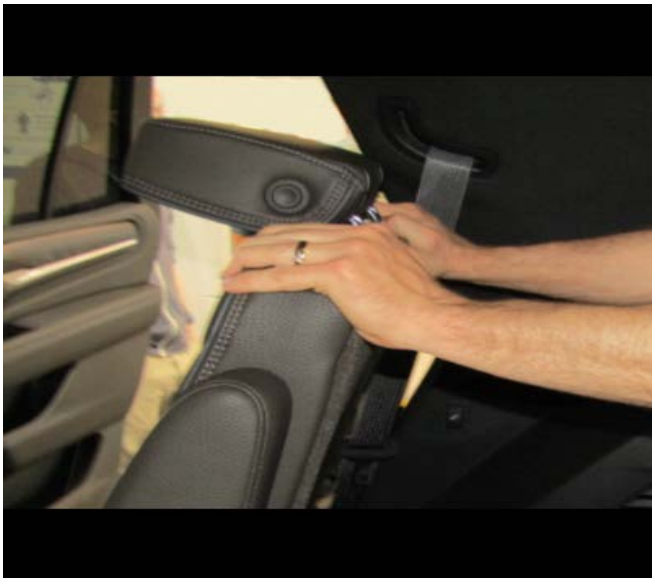
1. Remove the front (1), rear seat riser finish covers (2), inboard (3) and outboard, on the affected seat. Refer to the appropriate *Rear Seat Riser Finish Cover Replacement*, in SI.



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Note: Left side shown, right side similar.

2. Remove the rear seat latch finish cover (1) from the latch that has movement on the striker (inboard, outboard or both), to expose the latch.



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Note: Perform the chuck test again with plastics off to confirm location of the latch to striker movement (inboard, outboard or both).

3. Again, using 2 hands, apply a fore-aft load to top of the upper seatback corners, using a high force. Repeat 3 times.

Tip: The sound of where the chucking is coming from can be misleading, so the video below is a very good example showing the left side has the chucking movement, however the right side does not.

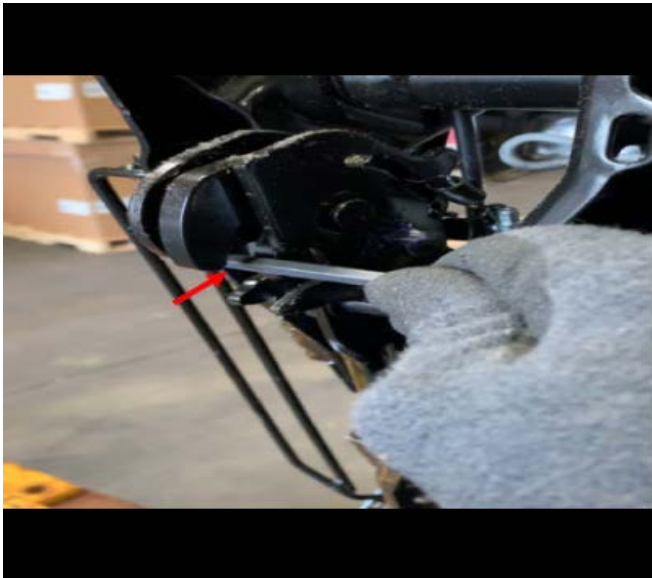
4. For any latch location (inboard, outboard or both) which displays the chocking movement between the floor latch and striker, complete the repair steps below:

4.1. Fold and tumble the seat.



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- 4.2. Cover the floor and seat track areas with a suitable cover to protect from metal debris.
4.3. Apply protective tape at the inboard, outboard or both, rear corners of the seat trim panel(s).



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Caution: Watch for pinch points.

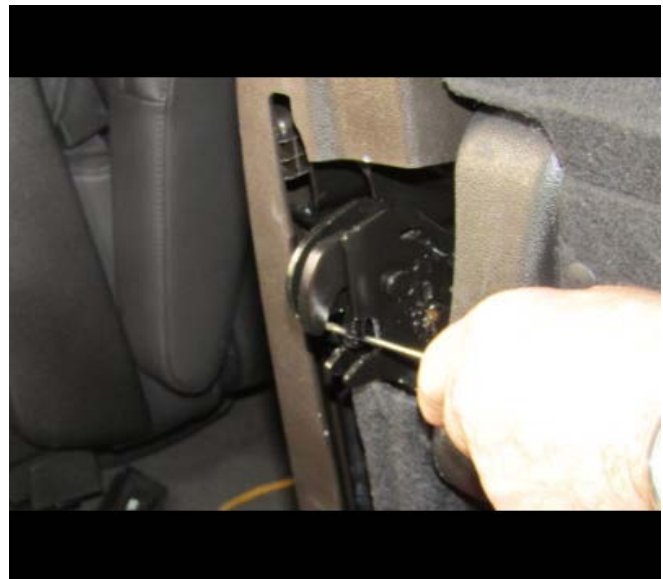
Note: Close the latch hook by inserting a screwdriver into the mouth of latch and pushing into it.

- 4.4. Close the latch hook that has the movement to the striker, (inboard, outboard or both).



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- 4.5. Using a wax pencil or similar marker, mark the inboard and outboard, top surface of the latch plates, on either or both latches, if affected.

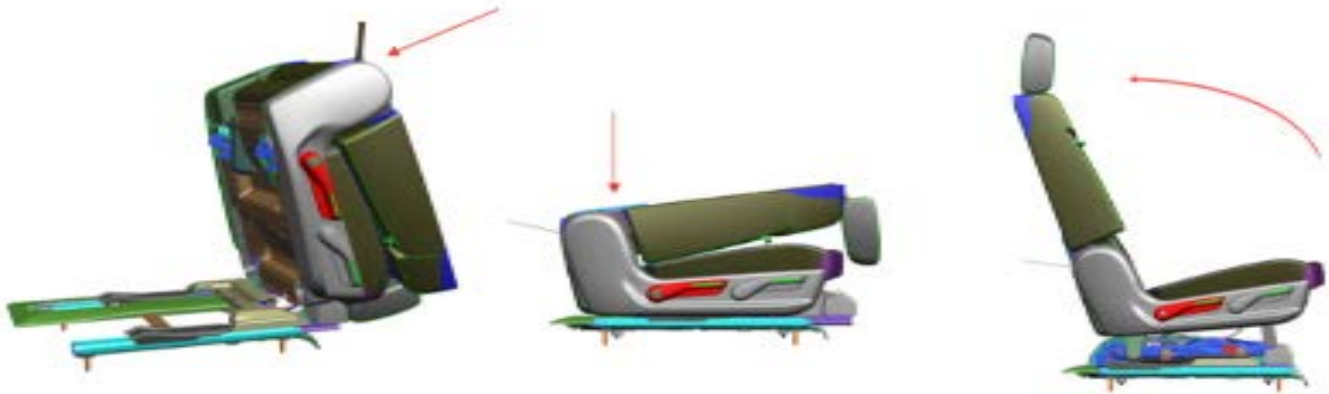


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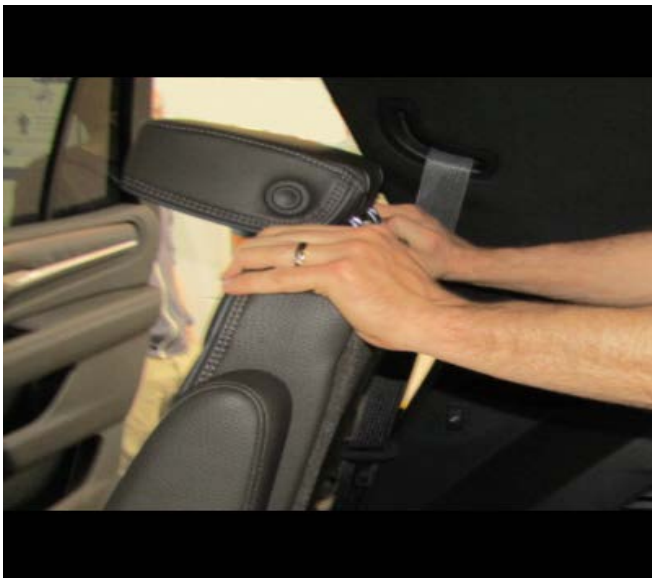
Caution: Material removal at the latch plates should be by hand tool operation only; NO power tools. If too much material is removed, the chocking movement could become permanent, and the entire seat structure would need to be replaced.

Note: Material removal should be accomplished in several repeated steps, not all at one time. And use care to ensure NO material is removed from the latch hook.

- 4.6. Insert a 4 inch, FLAT fine grade file, or equivalent, and evenly remove a minimal amount of material from both sides of the latch plates; **only until the wax pencil marking has been removed.** Use short strokes keeping the file perpendicular to the latch plates, so an even amount of material is removed from each plate.



- 4.7. Rotate the RED recliner handle to release the latch.
- 4.8. Fold seat back on strikers with normal application force (DO NOT SLAM SEAT).
- 4.9. Lift seat back up to a seated, design position



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- 4.10. Using 2 hands, apply a fore-aft load to top of the upper seatback corners, using a high force, and see if chucking movement has been eliminated.

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Note: If movement is present in both latches, material to be removed from one, may be greater than the other.

- If chucking movement is still evident, repeat steps # 4.4–4.10 one, or if necessary, two more times.

Note: When removing the floor covering, be mindful to NOT allow metal shavings to enter the seat, or floor tracks.

- If chucking movement has been eliminated, remove the protective tape and floor covering. Reinstall the latch finish covers, and the rear seat riser finish covers. Refer to the appropriate *Rear Seat Riser Finish Cover Replacement*, in SI.

Note: If movement is present in both latches on the opposite side, material to be removed from one, may be greater than the other.

5. Complete the Service Procedure again on the opposite side rear seat, if affected.

Parts Information

No parts are required for this repair.

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
7086378*	Remove Material from Rear Seat Rear Latch Plates, One Seat - Either/Both Latches	0.5 hr
Add	Same Repair, Opposite Side Rear Seat	0.4 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released June 02, 2021

