

**Subject:** Engineering Information - Water Leaking Around the Interior Roof/Headliner Area

**Attention:** Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2023	2023	—	—	—	—
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon Models						

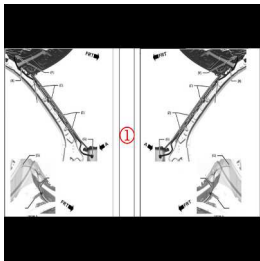
Involved Region or Country	U.S. Dealers ONLY
Additional Options (RPOs)	Equipped with ROOF-SUN, GLASS, SLIDING, ELEC, TRANSPARENT GLASS FIXED (RPO C3U)
Condition	Some customers may comment on water leaking around the interior roof/headliner area.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

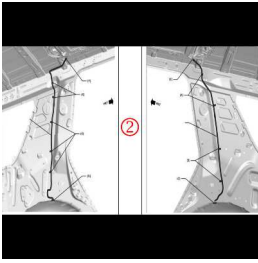
**Correction**

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

If you encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below with your findings:

**Note:** Please take clear pictures for any of the following found below.





1. Check the grommet connection to the sunroof frame drain hose on the driver and passenger front (1) and rear (2) for any loose connections. Refer to *Sunroof Housing Front Drain Hose Replacement* and *Sunroof Housing Rear Drain Hose Replacement* in SI.
2. Check the drain hose end connection to the sheet metal hole for any loose, kinks, or improper sitting.
3. Check the entire routing for the front and rear drain hose, from the sunroof module connection to the other end of sheet metal along the body pillars, for any potential pinch/kink/damage.
4. Remove each drain hose and inspect for debris, grease, foreign objects, etc. that might be causing any clogged condition.
5. Contact the engineer listed.

## Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
6086028*	Engineering Information - Water Leaking Around the Interior Roof/Headliner Area	2.8 Hrs
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released March 07, 2023