



Service Bulletin

Bulletin No.: 23-NA-087

Date: May, 2023

TECHNICAL

Subject: Information on Possible Water Leaks

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|--------------------------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Cadillac | Escalade Models | 2021 | 2023 | | | All | All |
| Chevrolet | Suburban Tahoe Models | | | | | | |
| GMC | Yukon Models | | | | | | |

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|----------------------------|-------------------------------|
| Involved Region or Country | North America and Middle East |
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Service Procedure

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.

This bulletin is to be used as a guide of possible water leaks that may occur. Please use the appropriate Service Procedure listed below for the Condition found.

Drain Hose Kinked Causing Water Leak



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| Condition | Some customers may comment on water running down the headliner between "B" and "C" pillars while traveling in the rain. |
| Cause | The cause of this condition may be due to L/R sunroof drain hose is kinked near connection to wheel well. Note: Sometimes may drain normally unless heavy amounts of rain is present. |
| Correction | Replace Left or Right sunroof drain. |

Service Procedure

If you encounter a vehicle with the above concern, replace the left or right sunroof drain. Refer to the proper replacement procedure within Si.

Rear Wheel Well Drain Blocked by Insulation



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| Condition | Some customers may comment on a severe water leak into the vehicle. |
| Cause | This condition may be due to the rear drain's being blocked by insulation and not allowing water to flow into the rear wheelhouse liner as intended. |
| Correction | Remove the white insulation in rear liners to allow drains to drain as intended. |

Service Procedure

If you encounter a vehicle with the above concern, complete the following:

1. Lower the rear wheelhouse liner and visually inspect to see if the white insulation is blocking the end of the drain, as shown above



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2. If the white insulation is blocking the end of the drain, remove some of the white insulation so water can drain properly from the sunroof rear drain hose.
3. Once drain hose is clear of any obstructions verify condition is corrected.

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 |
|--|---|------------|
| 6086048* | Remove Insulation in Wheelhouse Liner for Drain | 0.4 hr |
| *This is a unique Labor Operation for Bulletin use only. | | |

Electrical and Transmission Control Water Leak

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| Condition | <p>Some customers may comment on one or more of the following:</p> <ul style="list-style-type: none"> • Cannot shift out of park • Electrical smell • Malfunction Indicator Lamp Illuminated <p>A technician may find one or more of the following:</p> <ul style="list-style-type: none"> • No communication with the Transmission Control Module or Gear Shift Control Module <p>Some technicians may find one or more of the following DTC's:</p> <ul style="list-style-type: none"> • U0101 - Lost Communication with Engine Control Module. • U0103 - Lost Communication with Gear Shift Control Module • P3051 - 12 V Starting and Charging • P3056 - 12 V Starting and Charging |
| Cause | This may be due to water leaking from the right front sunroof drain onto T19 Malfunction Power Supply Converter. |
| Correction | Following the steps in the Service Procedure from Bulletin 20-NA-219, add drain hose extensions to both the right and left sides. |

Floorboard Water Leak

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| Condition | Some customers may comment on a water leak into the drivers or passenger floorboard area. |
| Cause | The cause of this condition may be the front sunroof drain(s) not being fully seated into designated hole in vehicle. |
| Correction | Fully seat drain tube and ensure there is no damage to tube. |

Service Procedure

If you encounter a vehicle with the above concern, complete the following:

1. Verify sunroof drain is fully seated as intended.
Refer to *Sunroof Drain Inspection and Cleaning* in Si.

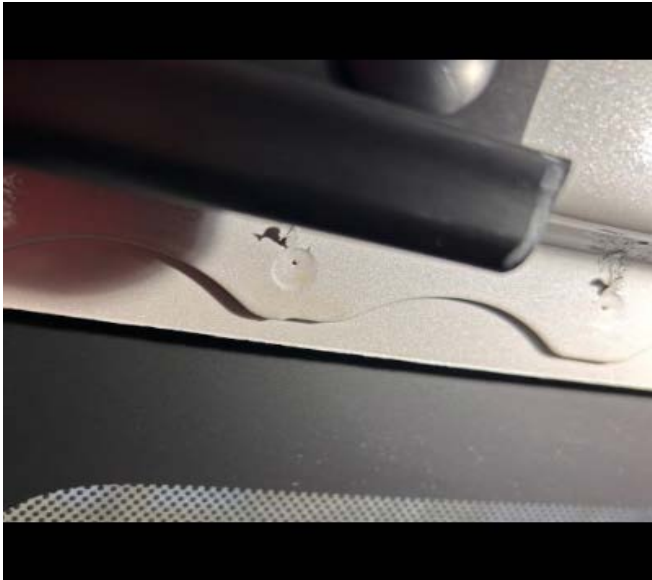
Overhead Console Water Leak

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| Condition | Some customers may comment on a water leak originating from the overhead console. |
| Cause | <p>Water test vehicle confirmed leak from overhead console area. Remove overhead console and drop front of headliner. Found leak coming from spot weld at windshield seam. Had windshield removed, found two holes in spot welds on windshield frame. Looks to be burned through on vehicle assembly.</p> <p>This may be due to holes in spot welds on windshield frame and body flange.</p> |
| Correction | Apply seam sealer to holes by following the procedure below. |

Service Procedure

If you encounter a vehicle with the above concern, complete the following:

1. Drop the front of the headliner, refer to *Headlining Front Trim Panel Replacement* in Si.



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2. Visually inspect the windshield frame and body flange for leaks.

Note: It may be necessary to remove windshield, if windshield is found to need to be removed refer to *Windshield Replacement* in Si.

3. Once a leak is verified, apply M Ultrapro Autobody Clear Sealant - 08302, or Wurth Euroseal Gel Clear 18920104, or equivalent to locations of leak.
4. Verify condition is corrected and reinstall headliner. Refer to *Headlining Front Trim Panel Replacement* in Si.

Part Information

To obtain information for your local retail location, please call 3M at 1-888-364-3577.

Contact Wurth through website www.wurthusa.com, by e-mail at www.customer.service@wurthusa.com, or by calling 1-800-987-8487.

In Canada, contact Wurth through their website at www.wurth.ca/, by e-mail at info@wurth.ca, by calling 1-800-263-5002, or your local Wurth representative.

| Causal Part | Description | Part Number | Material Allowance |
|---|--|----------------------------------|---------------------------------|
| N/A | *3M Ultrapro Autobody Clear Sealant | 08302 | \$30.00 U.S (\$41.00 Canada) |
| | *Wurth Euroseal Gel Clear (5 oz/ 148 ml) | 18920104 (892.0104 in Canada) | |
| * 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 |
|--|---------------------------------------|------------|
| *2086788 | Apply Seam Sealer to Windshield Frame | 1.0 |
| Add | To Remove Windshield | 0.8 |
| *This is a unique Labor Operation for Bulletin use only. | | |

Parts Information

Parts will defer per cause and correction, refer to the GM Global EPC (Electronic Parts Catalog) for the correct part numbers based on the vehicles build information.

Warranty Information

For vehicles repaired under warranty, submit the appropriate labor operation for the repair performed.

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| Version | 1 |
| Modified | Released May 05, 2023 |

