



Service Bulletin

Bulletin No.: 24-NA-022

Date: February, 2024

TECHNICAL

Subject: SUV Second-Row Bolt Torque Pattern

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Escalade ESV	2021	2024				
Chevrolet	Tahoe	2021	2024				
	Suburban						
GMC	Yukon Yukon XL	2021	2024				

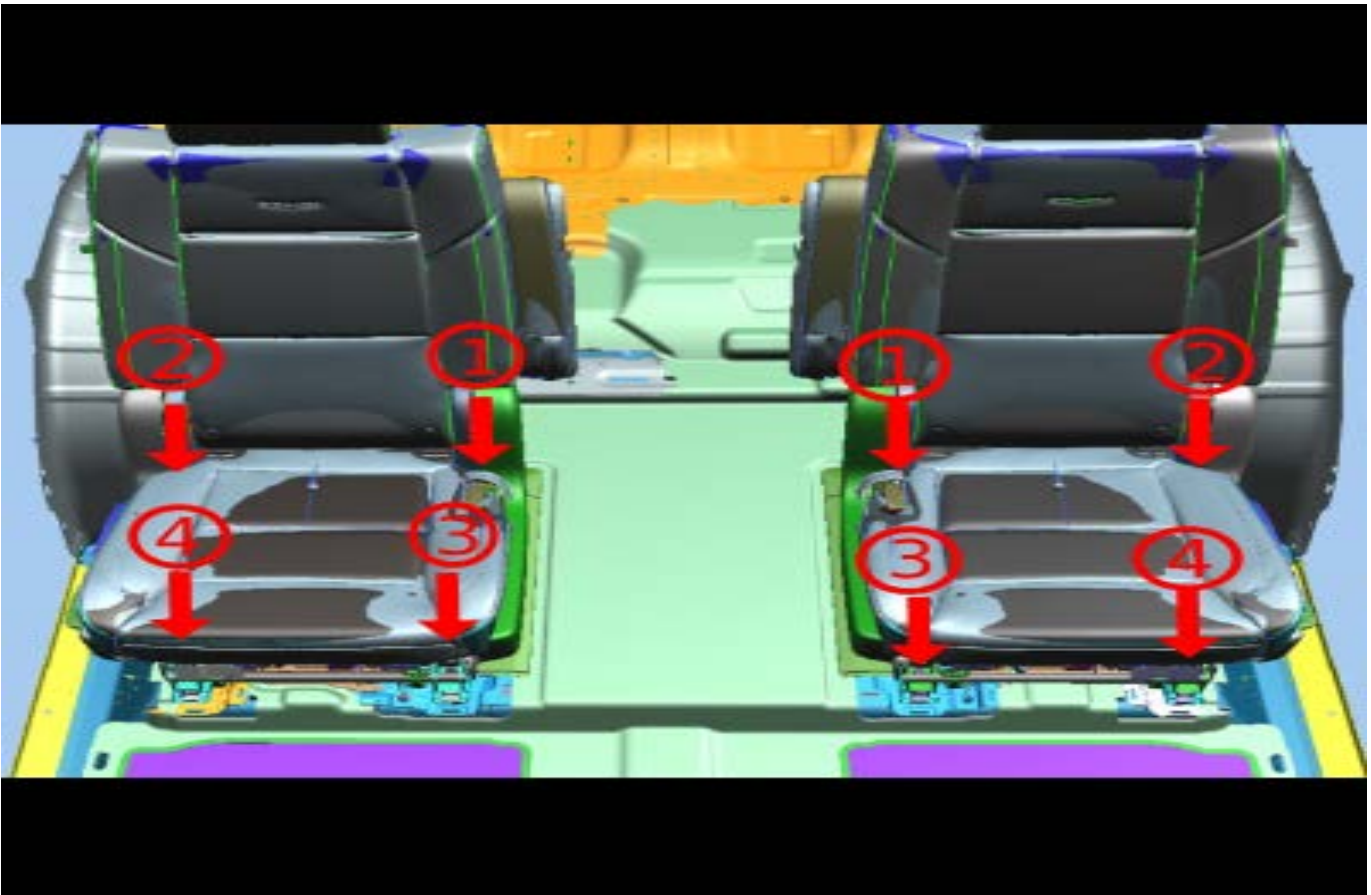
Involved Region or Country	North America, Europe, Kazakhstan, Uzbekistan, Middle East
Additional Options (RPOs)	
Condition	Some customers may comment on a clunking or clicking noise from the second-row seats without a passenger.
Cause	The cause of the condition may be due to incorrect torque of the seat retaining bolts.
Correction	Confirm the condition and that the cause is not due to the seat not being properly latched. Then, perform a retorquing of second row seat bolts as described in the Service Procedure.

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.

Captains Chairs

1. Refer to document *Rear Seat Removal and Installation* in the Service Manual for instruction on how to reuse fasteners or install new ones.
2. Remove the front fasteners.
3. Loosen but DO NOT remove fasteners (1) and (2).
4. Leave fastener (2) loose and retighten inboard fastener (1), refer to the document on how to reuse fasteners.
5. Remove fastener (2).

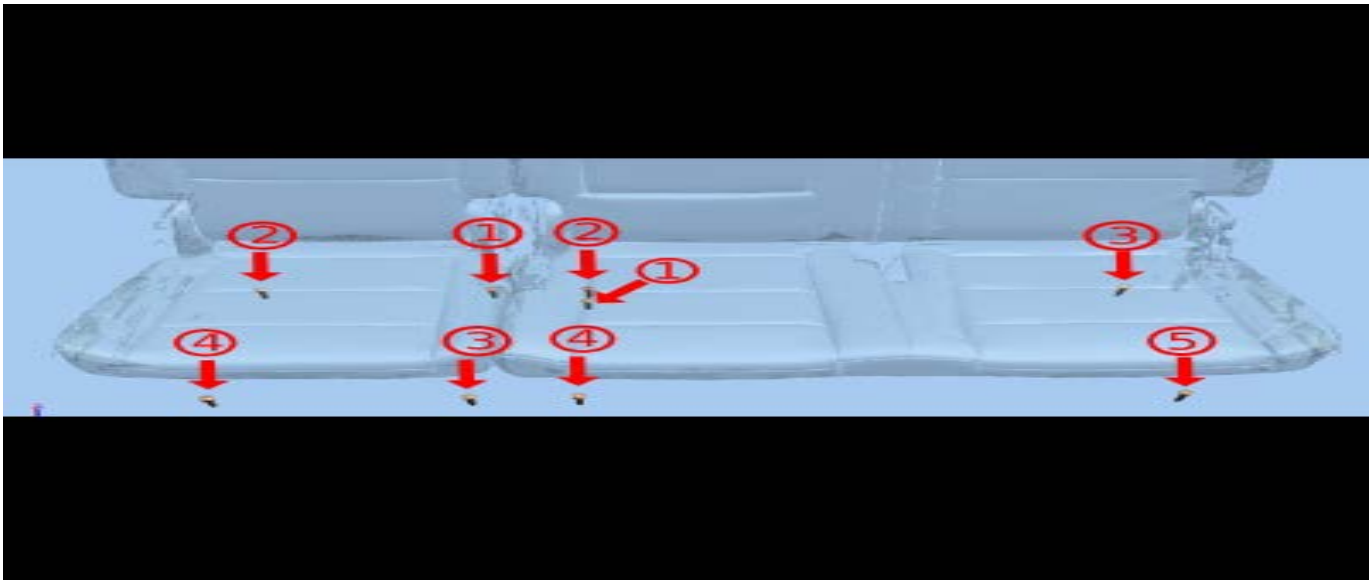


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6. Reinstall all remaining bolts referring to the pattern shown.
7. Refer to the document for instruction on how to reassemble trim

Bench Seats

1. Refer to document *Rear Seat Removal and Installation* in the Service Manual for instruction on how to reuse fasteners or install new ones.
2. Remove the front fasteners.
3. Loosen but DO NOT remove fasteners (1), (2), and (3).
4. Leave fastener (3) loose and retighten inboard fastener (1) and (2), refer to the document on how to reuse fasteners.
5. Remove fastener (3).



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6. Reinstall all remaining bolts following the pattern shown.
7. Refer to the document for instruction on how to reassemble trim.

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
*7086008	Second Row Retaining Bolt Retorque	0.6 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released February 01, 2024

