



Service Bulletin

Bulletin No.: PIT6324A

Date: May, 2025

PRELIMINARY INFORMATION

Subject: Click/Tick/Or Creak Noise Coming From Headliner Near Any Portion Around The Perimeter On The Sunroof Opening

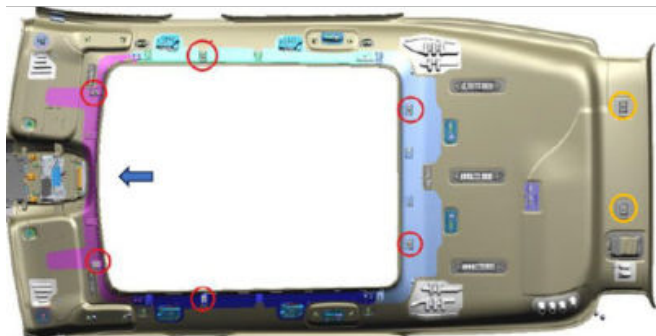
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade IQ	2025		All	All	All	All

Involved Region or Country	North America
Condition	Customers may state that there is noise coming from the headliner over various road surfaces. The noise may be anywhere around the perimeter of the sunroof opening.
Cause	Headliner retainer clip that is not fully seated, or an incorrect clip.

Correction

First verify the specific location of the noise while driving the vehicle over various road surfaces that create the noise. While driving applying light hand pressure to the area that is making the noise to properly identify the area causing the issue.

The illustration below details the 8 headliner clips (In red) that could cause the noise. Do not use extra clips in the other locations even though it may appear they are missing. The other locations are not designed nor intended for a clip.



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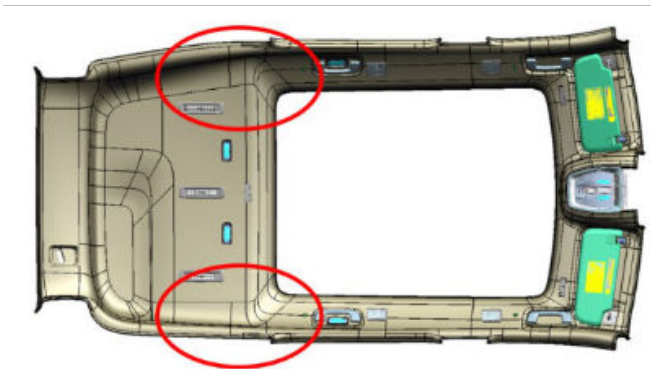
Once the suspect area is narrowed down, confirm that the clip is engaged to the sheet metal by shining a flashlight in the glass roof to see a reflection of the clip, it should be engaged to the metal slot. If clip is not engaged, press up on the headliner to engage clip. This should stop the creak noise.

If not, the headliner must be lowered and all 8 clips should be replaced with the new Blue and Yellow clip shown below and the old clips should be discarded.



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Caution: When inspecting the clips, the areas circled in red are easily creased if mis-handled while lowering the headliner. See Picture below. Take extra caution not to crease these areas causing permanent damage to the headliner.



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2) Lower the headliner a few inches and replace all the clips onto the headliner and carefully seat each clip with firm and even hand pressure listening for the clip to engage.

3) If the noise persists after replacing with the new blue and yellow clips, please refer to normal diagnosis in Service Information

Parts Information

Description	Part Number	Qty
RETAINER-SUN RF HSG HDLNG	11605340	8

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
1086998	Replace Headliner Retainer Clips	1.5 Hr.
* This is a unique labor operation for bulletin use only. This will not be published in the Labor Time Guide		

Version	2
Modified	01/23/2025 - Created on. 05/20/20225 – Updated Correction.

