



Service Bulletin

Bulletin No.: 19-NA-125

Date: June, 2019

INFORMATION

Subject: Information on Possible Carpet Color Mismatch

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2015	2018			All	All
Chevrolet	Silverado						
	Suburban						
	Tahoe Models						
GMC	Sierra						
	Yukon Models						

Involved Region or Country	North America, Europe, Middle East, Israel, Russia, South America, Japan, South Korea and Thailand.
Additional Options (RPOs)	
Condition	Some customers, or dealership personnel, may comment that upon carpet replacement, the new service part does not match the color of the other original carpets.
Cause	The cause of the condition is that the original carpet yarn supplier went out of business and a new supplier was sourced; which caused a change in the carpet material and possible variance in color, due to a different dye process.
Correction	Due to dwindling service inventory of the previous "old" color carpets, when replacing a carpet, the dealer may receive the "new" color carpet. In these cases, to have them match, ALL interfacing original carpets of the mismatched color must be replaced.

Parts Information

Pickup Breakpoints

Color/Carpet Location	Breakpoint	Part Number	Necessary Order
BLACK / FRONT	OSHAWA- Built prior to July 11, 2018 SILAO - Built prior to July 9, 2018	Refer to VIN and GM Electronic Parts Catalog (EPC)	Order together with REAR.
BLACK / REAR	FLINT- Built prior to June 25, 2018		Order together with FRONT.
COCOA / FRONT	SILAO - Built prior to August 6, 2018		Order together with REAR.
COCOA / REAR	FLINT- Built prior to June 25, 2018		Order together with FRONT.

Parts Information

Utilities Breakpoints

Color/Carpet Location	Breakpoint	Part Number	Necessary Order
BLACK / FRONT	Built prior to July 12, 2018	Refer to VIN and GM Electronic Parts Catalog (EPC)	Order together with 2nd Design MIDDLE and REAR
COCOA / FRONT	Built prior to August 13, 2018		
DUNE / FRONT	Built prior to August 27, 2018		
BLACK / MIDDLE	Built prior to July 12, 2018		Order together with 2nd Design FRONT and REAR
COCOA / MIDDLE	Built prior to August 13, 2018		
DUNE / MIDDLE	Built prior to August 27, 2018		
BLACK / REAR	Built prior to July 12, 2018		Order together with 2nd Design FRONT and MIDDLE
COCOA / REAR	Built prior to August 13, 2018		
DUNE / REAR	Built prior to August 27, 2018		

Warranty Information

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

Version	1
Modified	Released June 10, 2019.

