



Service Bulletin

Bulletin No.: 19-NA-139

Date: June, 2019

TECHNICAL

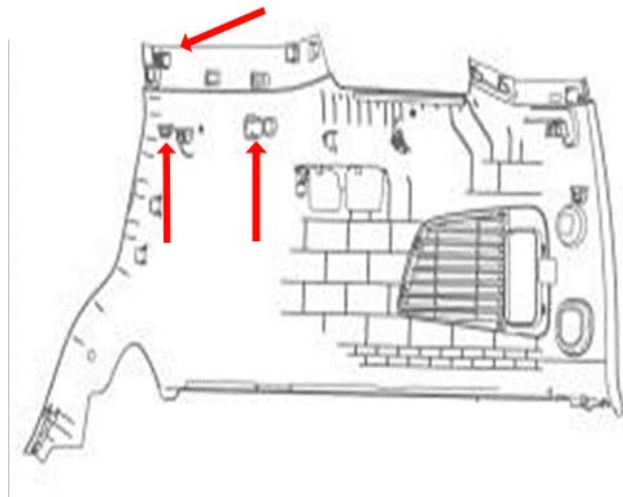
Subject: Creak Noise Heard from the Quarter Lower Rear Trim Panel Area

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2015	2019				
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon						

Involved Region or Country	North America, Europe, Russia, Middle East, South America, Japan, South Korea and Thailand.
Condition	Some customers may comment on a creak noise heard from the quarter lower rear trim panel area.
Cause	This condition may be caused when the quarter rear trim panel sheet metal, upper and lower, rubbing together.
Correction	Pry the upper and lower quarter rear trim panel sheet metal apart following the procedure below.

Service Procedure

1. Remove the body lock pillar upper trim panel.
Refer to Body Lock Pillar Upper Trim Panel Replacement in SI.



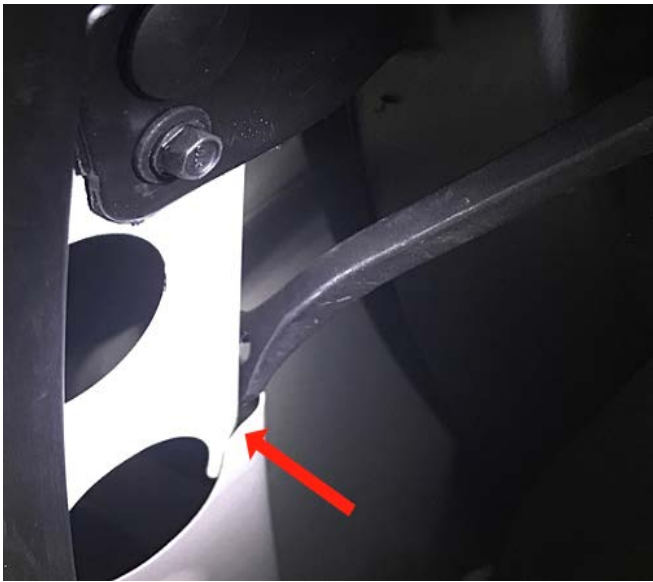
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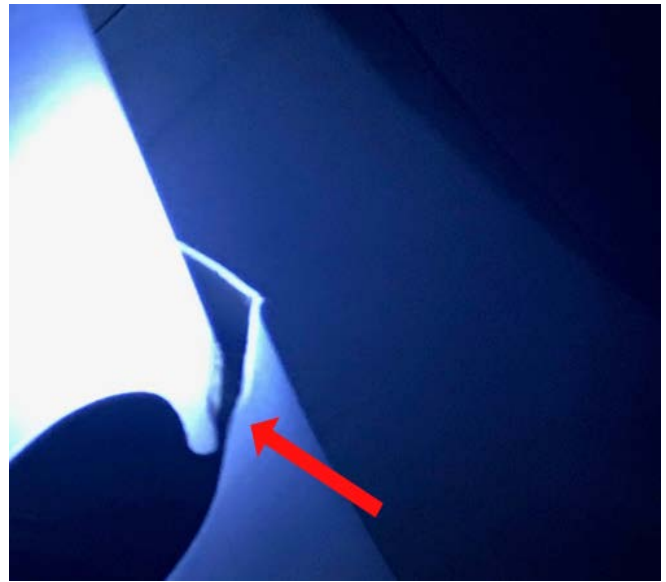
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3. Slightly pull the corner of the quarter lower rear trim panel back and locate where the upper and lower sheet metal meet, as shown in the picture above.

2. Remove the retainers in the 3 locations on the backside of the quarter lower rear trim panel, as shown in the picture above.



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4. Pry the two pieces of sheet metal apart, as shown in the pictures above.

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
1481218*	Prying the Upper and Lower Quarter Rear Trim Panel Sheet Metal Apart	0.5 hrs.
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released June 21, 2019

