



Service Bulletin

Bulletin No.: 20-NA-219

Date: December, 2020

TECHNICAL

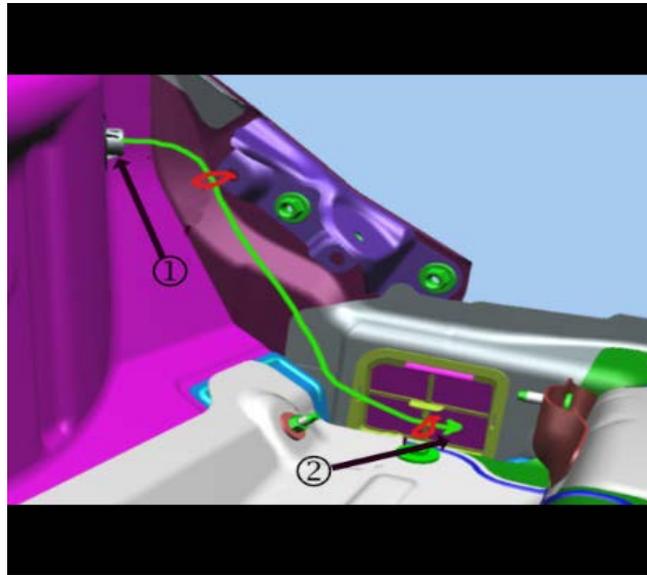
Subject: Gurgle or Sloshing Noise Heard Coming from Front Sunroof Drain Hose Areas

This bulletin replaces PIT5761. Please discard PIT5761.

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

Involved Region or Country	North America, Middle East, Russia, Chile, Colombia, Peru, Thailand, Japan and S. Korea.
Additional Options (RPOs)	Equipped with ROOF-SUN, GLASS, SLIDING, ELEC, TRANSPARENT GLASS FIXED (C3U)
Condition	Some customers may comment on hearing a gurgle or sloshing noise coming from both, front right and front left, sunroof drain hose areas. The condition usually presents itself after a rain soak/car wash, and when driving approximately 80-112 km/h (50-70 mph). Also, the noise is commonly more evident with the HVAC OFF, and when HVAC and Recirculate is on.
Cause	The cause of the condition may be that where the sunroof front drain hose grommets exit in the plenum, the pressure in the plenum may potentially be too high to allow water to exit as designed.

Correction



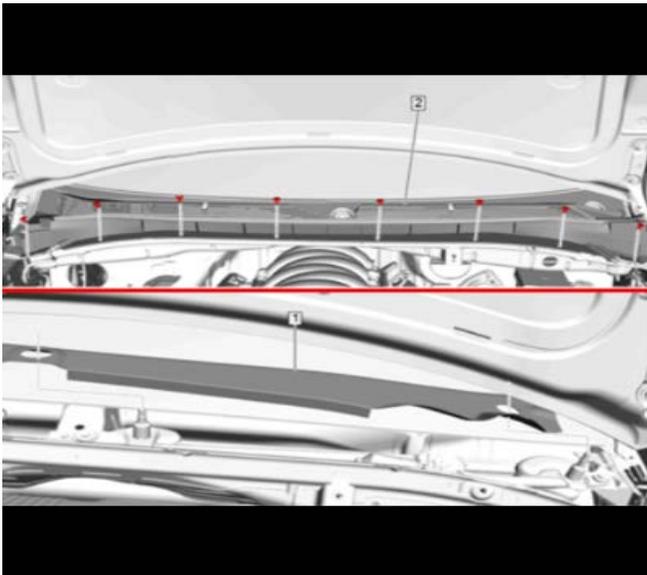
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Note: An illustration of the driver side hose is shown in the graphic above.

Following the steps in the Service Procedure below, add drain hose extensions to both the right and left sides. These extension hoses will attach to the existing sunroof front drain hose grommets (1) in the plenum and then exit out the plenum drain valve (2), on that side of the vehicle.

Service Procedure

1. Obtain McMaster–Carr PVC Plastic Tubing (5/16 ID, 7/16 OD) and cut 2 pieces, approximately 375 mm (14.8 in) in length.

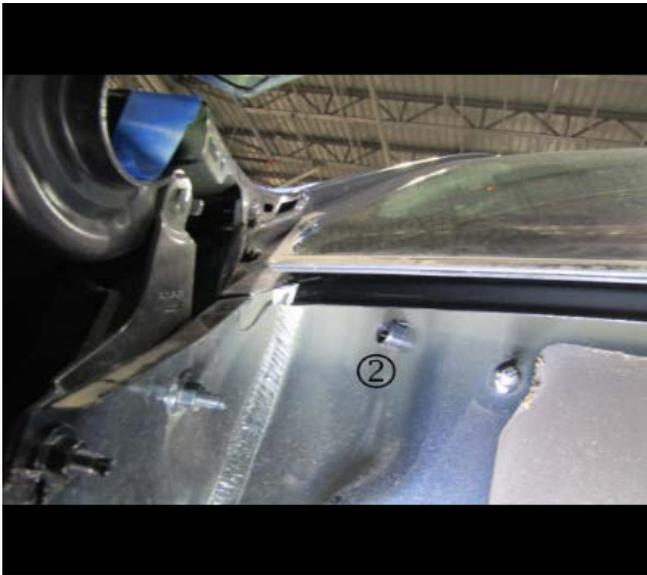


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2. Remove the air inlet grille panel (2) and the windshield wiper system module shield (1). Refer to *Windshield Wiper System Module Shield Replacement* in SI.



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3. Locate the 2 existing sunroof drain hose grommets, one on the driver side (1) and the other on the passenger side (2).



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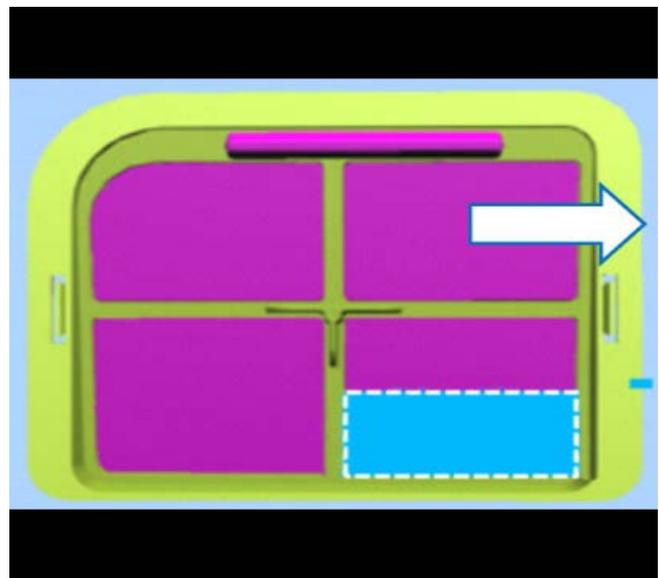
Important: Ensure that the drain hose (1) is installed perpendicular to the grommet.

4. Starting on the driver side, bond one end of the drain hose to the existing plenum grommet, using Loctite 380™ Black Max® Instant Adhesive.



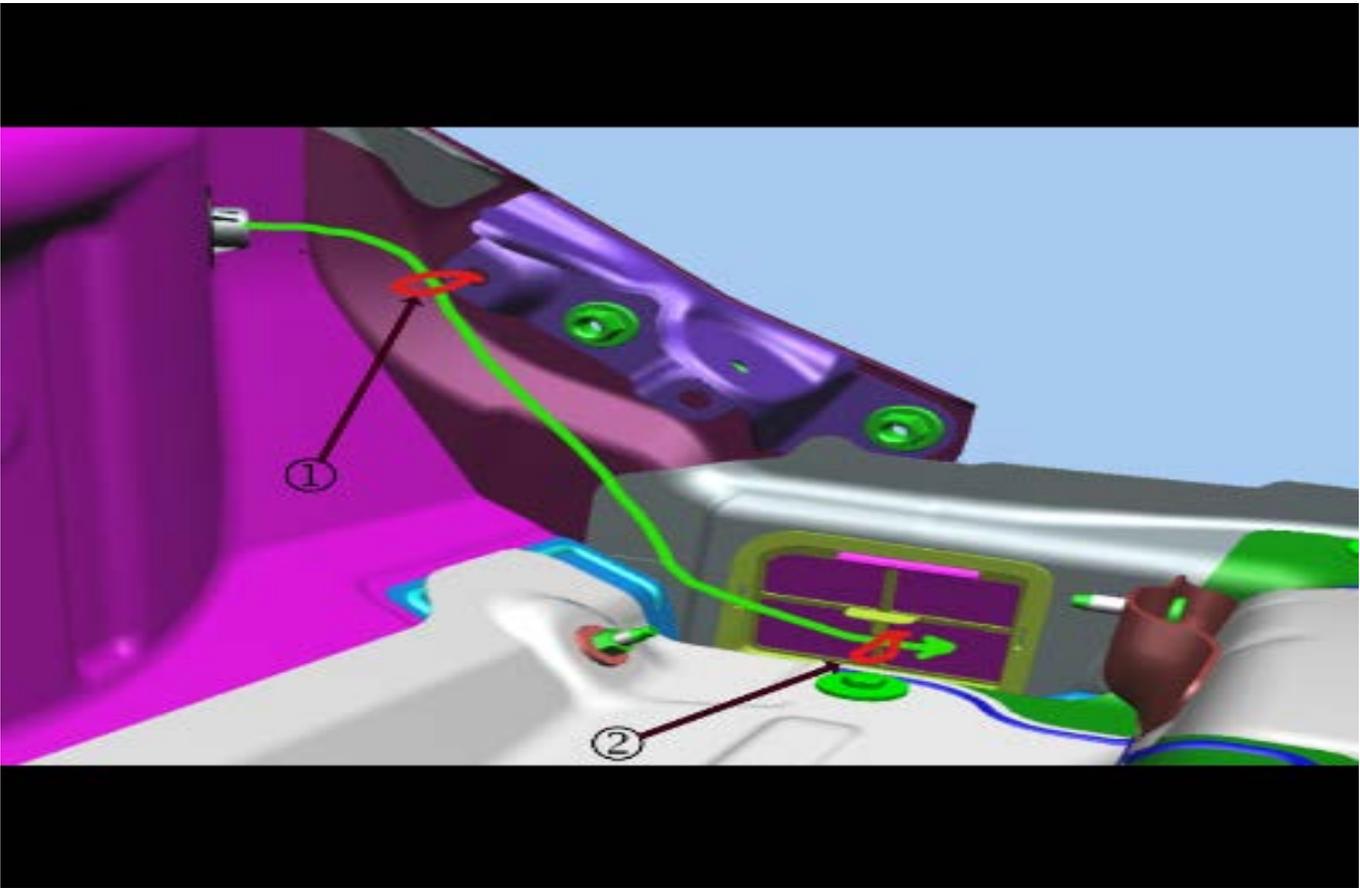
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5. Remove the plenum drain valve (1) from the vehicle.



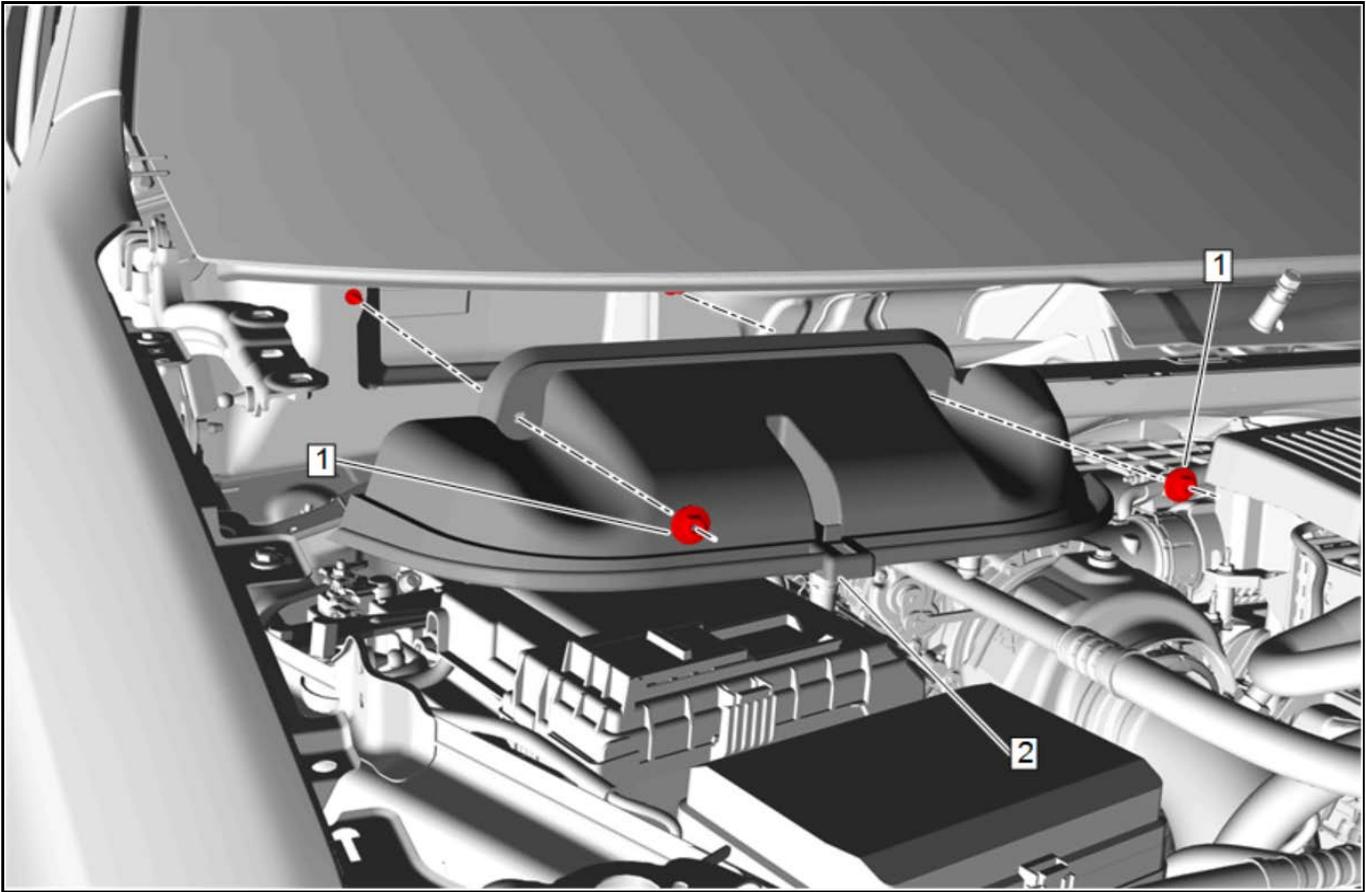
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6. Using scissors, or another suitable cutting tool, cut away 1/2 of the lower, forward flap section of the valve.
7. Reinstall the plenum drain valve.



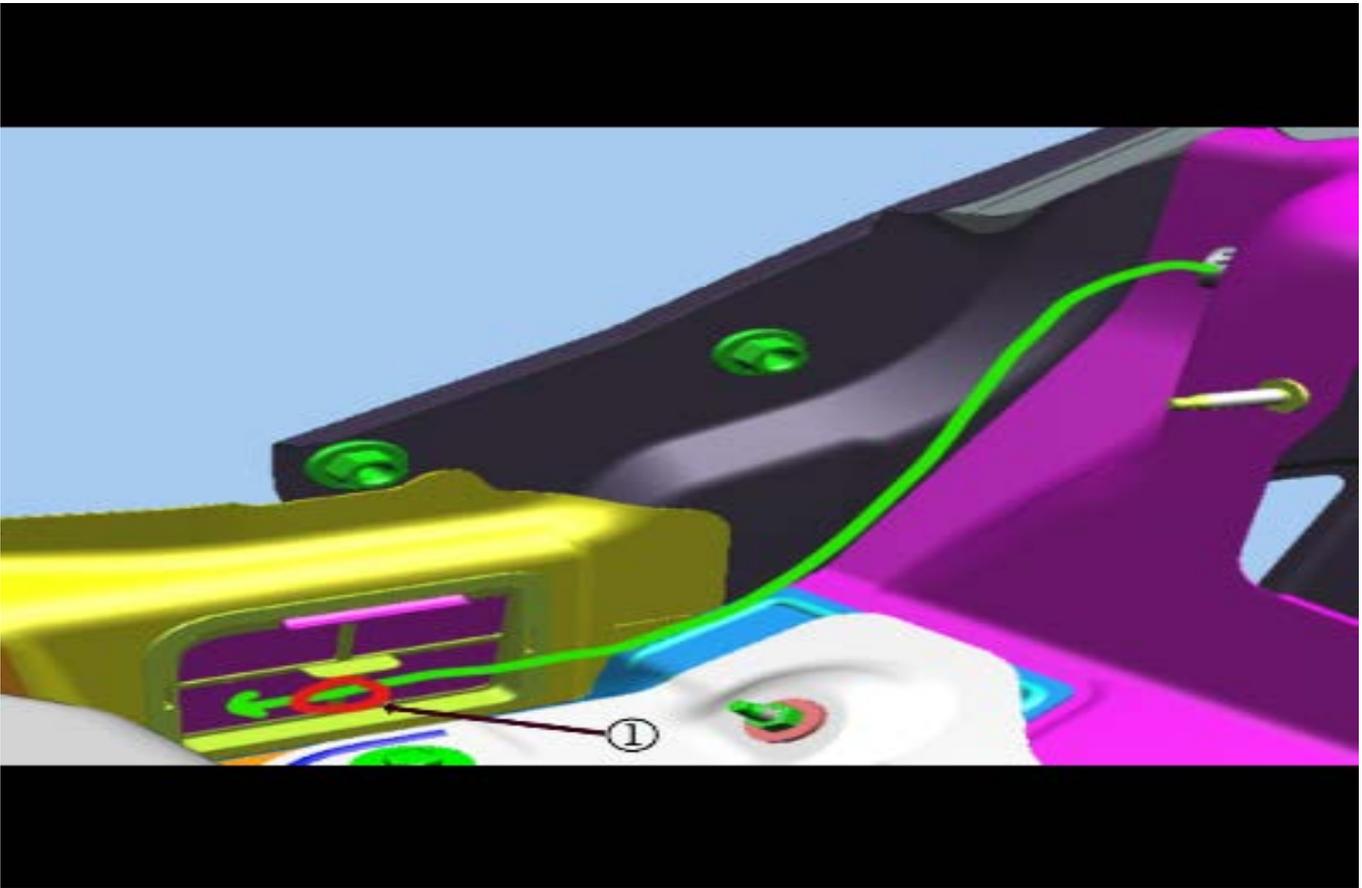
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8. Using 2 tie straps, secure the drain hose to the upper open hole in the inner sheet metal bracket (1), then secure the lower end of the hose to the center support of the plenum drain valve (2).



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9. When moving to the passenger side of the vehicle, it will be necessary to first remove the air Inlet deflector water deflector (2). Refer to *Air Inlet Deflector Water Deflector Replacement* in SI.



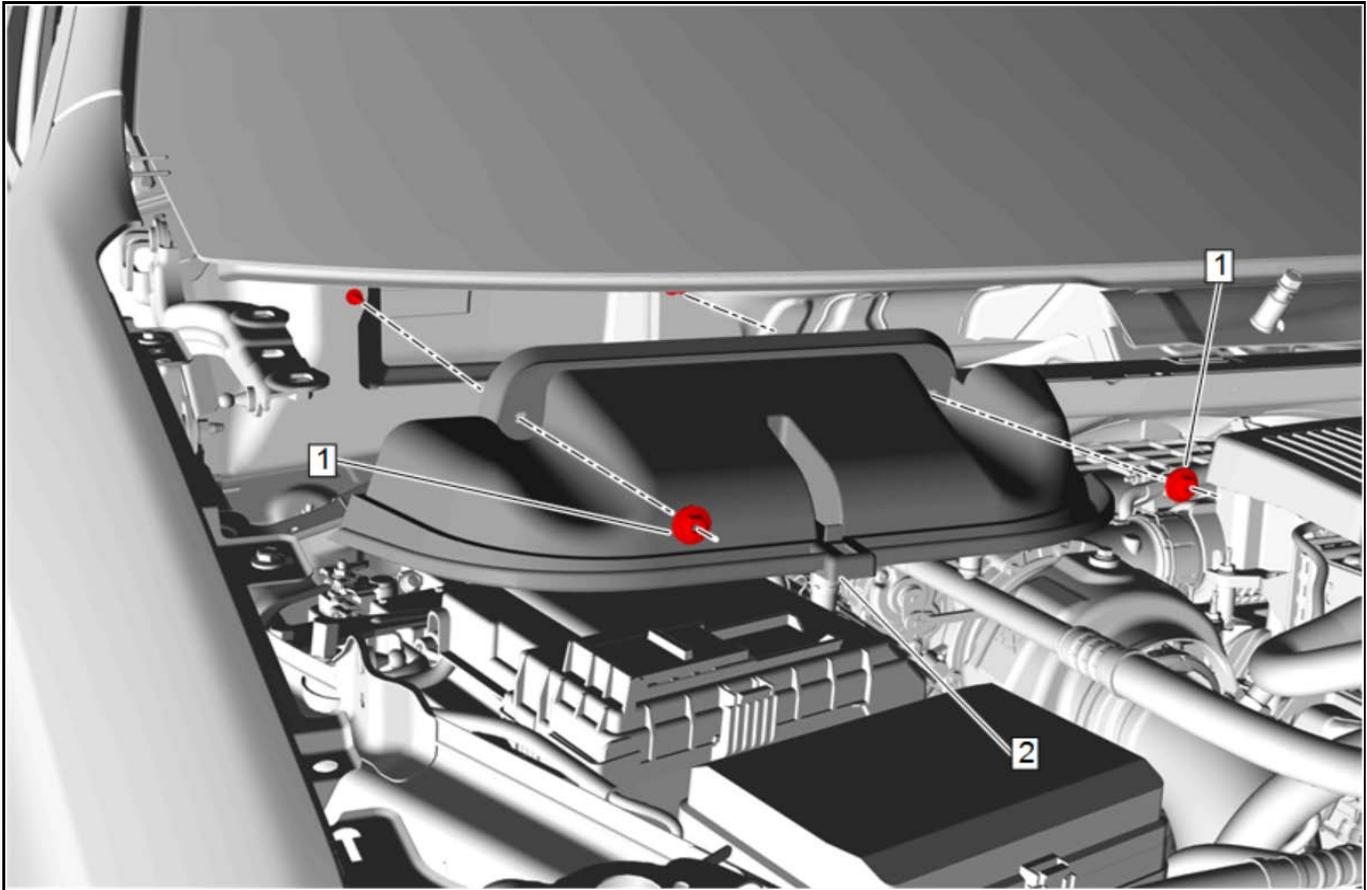
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10. Repeat steps 4-8 on the passenger side of the vehicle, except for step #8. The passenger side does not have the upper sheet metal bracket, so you'll only install 1 tie strap to the plenum drain valve center support (1).



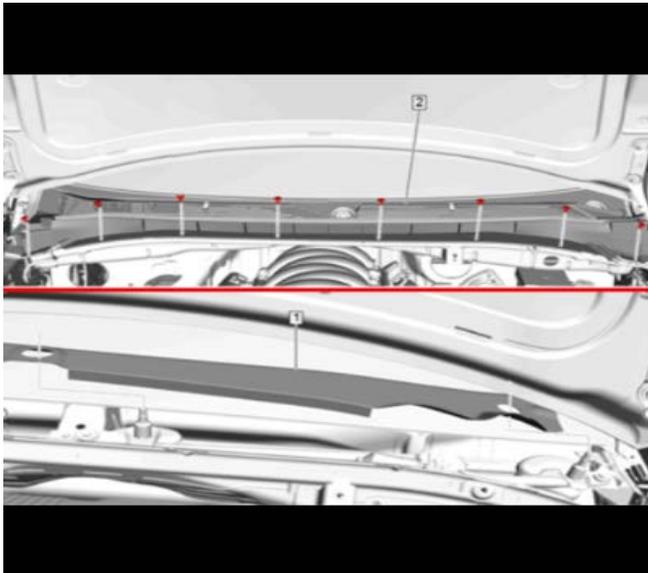
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Note: The graphic above shows the hose installation completed on both the passenger and driver sides.



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11. Reinstall the air Inlet deflector water deflector (2). Refer to *Air Inlet Deflector Water Deflector Replacement* in SI.



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Note: Prior to installing the air inlet grille panel, again verify there is 20 mm (0.80 in) minimum clearance to the wiper arm cycle.

12. Reinstall the windshield wiper system module shield (1) and the air inlet grille panel (2). Refer to *Windshield Wiper System Module Shield Replacement* in SI.

Parts Information

Contact McMaster-Carr (www.mcmaster.com)
 English at # (609) 689-3000 or # (609) 259-8900, or email: nj.sales@mcmaster.com
 French at # (330) 995-5855 or # (330) 653-4450, or email: français@mcmaster.com

Causal Part	Description	Part Number	Material Allowance
N/A	McMaster-Carr PVC Plastic Tubing (5/16 ID, 7/16 OD) (10 foot length)*	9446K17	\$3.15 U.S. \$6.15 Canada
	Loctite 380™ Black Max® Toughened Instant Adhesive, (3 gm Tube)*	232834	\$2.98 U.S. \$5.81 Canada

*There is enough material to repair several vehicles. Store the remaining material for future use.

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
6081998*	Add Drain Hose Extensions to the Two Existing Front Sunroof Drain Hose Grommets.	1.1 hrs
*This is a unique Labor Operation for bulletin use only.		

Version	2
Modified	Released November 24, 2020 Revised December 07, 2020 – Added Cadillac Escalade Models

