



Service Bulletin


Bulletin No.: 17-NA-308

Date: August, 2021

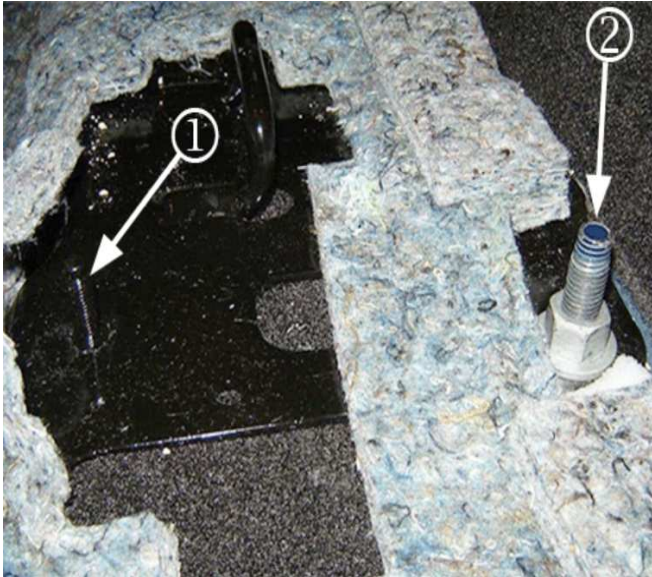
TECHNICAL

Subject: Carpet Damage, Seat Mounting Stud Wear Through, Hole in Second Row (Intermediate) Carpet

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2011	2020			All	All
Chevrolet	Suburban Tahoe	2011	2020				
GMC	Yukon Models	2011	2020				

Involved Region or Country	North America, Middle East, Israel, South America, Thailand, Japan, South Korea, Europe, Russia and China.
Condition	 <p style="text-align: right;">4867790</p> <p>Some customers may comment that studs are wearing through (1) the second row (intermediate) carpet, around the base of the second row seats. This may be most noticeable on vehicles with second row bucket seats.</p>
Cause	This condition may be due to the interface design of the intermediate carpet to the seat studs, which may allow the studs to wear holes in the carpet.
Correction	Replace the intermediate carpet and add protective hose to the seat studs, following the steps in the Service Procedure below.

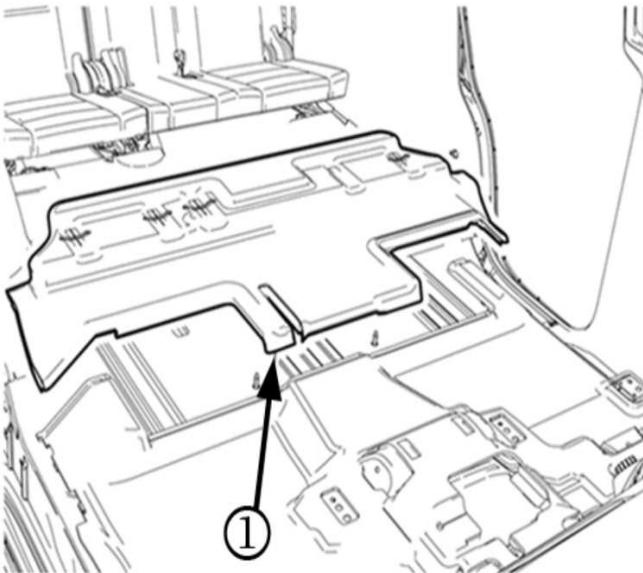
Service Procedure



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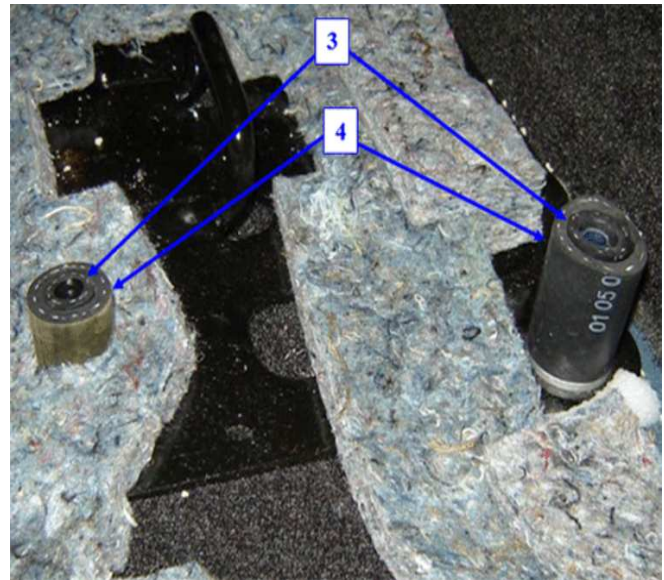
Note: There are two different size seat studs; 8 mm (1) used for long side bench to short side bench seat attachment (present on right side bucket seat), and 12 mm (2) used for seat to floor attachment.

1. Inspect the intermediate carpet for wear through from seat studs and mark the affected stud locations.



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2. Remove the damaged intermediate carpet (1). Refer to *Intermediate Floor Panel Carpet Replacement* in SI.



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3. For any affected studs, provide protection of the new carpet as follows:
 - 3.1. Measure and cut a section of low pressure reinforced fuel or EVAP hose (3) for each affected stud to be slightly taller than the exposed portion of the stud, using the following hose sizes:
 - 5/16 inch ID for 8 mm studs
 - 7/16 inch ID for 12 mm studs
 - 3.2. Measure and cut a section of low pressure reinforced heater hose (4) for each affected stud to be slightly taller than the exposed portion of the stud, using the following hose sizes:
 - 5/8 inch ID for 8 mm studs (to fit around the fuel /EVAP hose)
 - 3/4 inch ID for 12 mm studs (to fit around the fuel /EVAP hose) Note: 3/4 inch ID hose will also fit around the nut – add length as appropriate.



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Note: Ensure the carpet is seated properly at all seat stud locations, and also ensure the carpet is aligned/seated properly under all trim, and to the front and rear carpet.

4. Install the new intermediate carpet. Refer to *Intermediate Floor Panel Carpet Replacement* in SI.

Parts Information

Note: Prior to installing carpet, inspect the service part for possible color variation from the original and adjoining carpets. Refer to Bulletin # 19-NA-125 for resolution of any color match issues.

Use the vehicle identification number (VIN), SI, and the GM Electronic Parts Catalog to determine the proper carpet to order.

Locally obtain bulk hose, per length necessary.

Causal Part	Description	Length	Qty
N/A*	5/16 inch Reinforced Low Pressure Fuel or EVAP Hose	2 inch or less, per stud	As needed
	7/16 inch Reinforced Low Pressure Fuel or EVAP Hose		
	5/8 inch Reinforced Heater Hose		
	3/4 inch Reinforced Heater Hose		

*For warranty transactions, DO NOT mark this/these parts as the Causal Part. Enter the word "Bulletin" in the Causal Part Description free-flow text field.

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
1480898*	Replace Intermediate Carpet and Add Protective Hose to Seat Studs	0.7 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	4
Modified	Released September 27, 2017 Revised June 05, 2019 – Added 2018 and 2019 Model Years. Revised June 17, 2020 – Added 2020 Model Year Revised August 04, 2021 – Added Additional SI Keyword

Additional SI Keyword: Bolt

