



# Service Bulletin

Bulletin No.: 22-NA-227

Date: November, 2022

## TECHNICAL

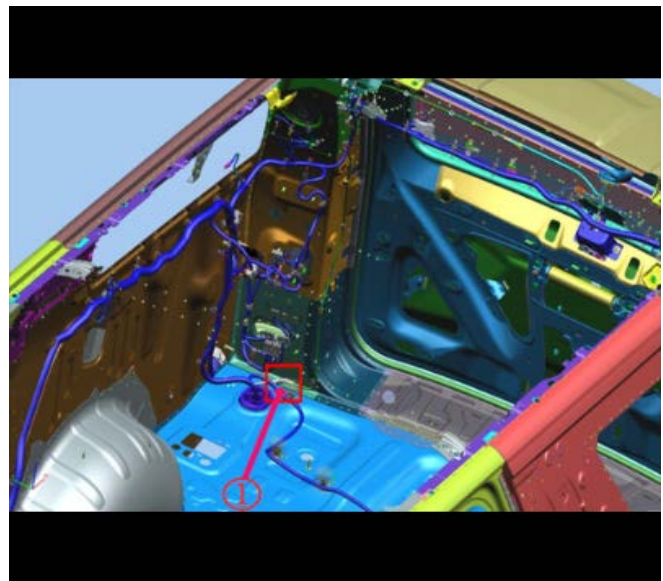
**Subject:** Rear Washer System Inoperative, or Boot to Washer Hose Disconnection and Possible Hose Leaking

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2023			All	All
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon Models						

<b>Involved Region or Country</b>	United States, Canada, Mexico, Europe, Uzbekistan, Russia, Middle East, Korea, Colombia
<b>Additional Options (RPOs)</b>	
<b>Condition</b>	Some customers may comment on the rear washer system being inoperative, or boot to washer hose disconnection and possible hose leaking.
<b>Cause</b>	The cause of the condition may be due to a disconnected rear washer hose, or that the connector where the barb that retains the washer hose boot, have been separated.
<b>Correction</b>	The most common location for this Condition, is at the passenger lower D-pillar washer hose inside the body. Verify and repair the Condition, following the steps in the Service Procedure below.

### Service Procedure

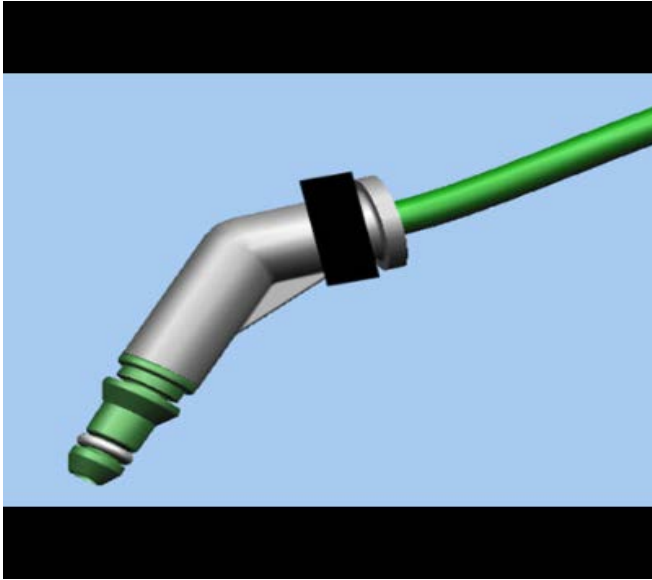
**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.



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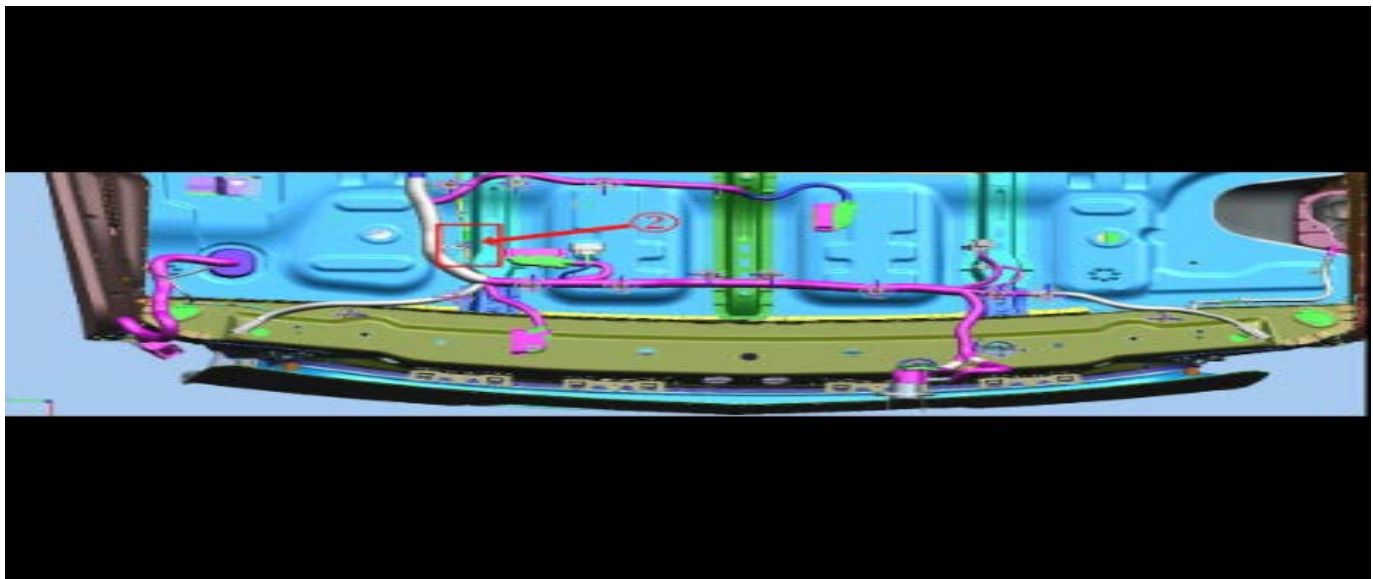
**Note:** The D-pillar washer hose (1) inside the body is likely the most common connect to show the Condition. Other susceptible locations are noted further below.

1. Remove the passenger quarter lower rear trim panel and enough adjacent trim, to access the passenger side D-pillar washer hose inside the body. Refer to *Quarter Lower Rear Trim Panel Replacement - Right Side*, in SI.



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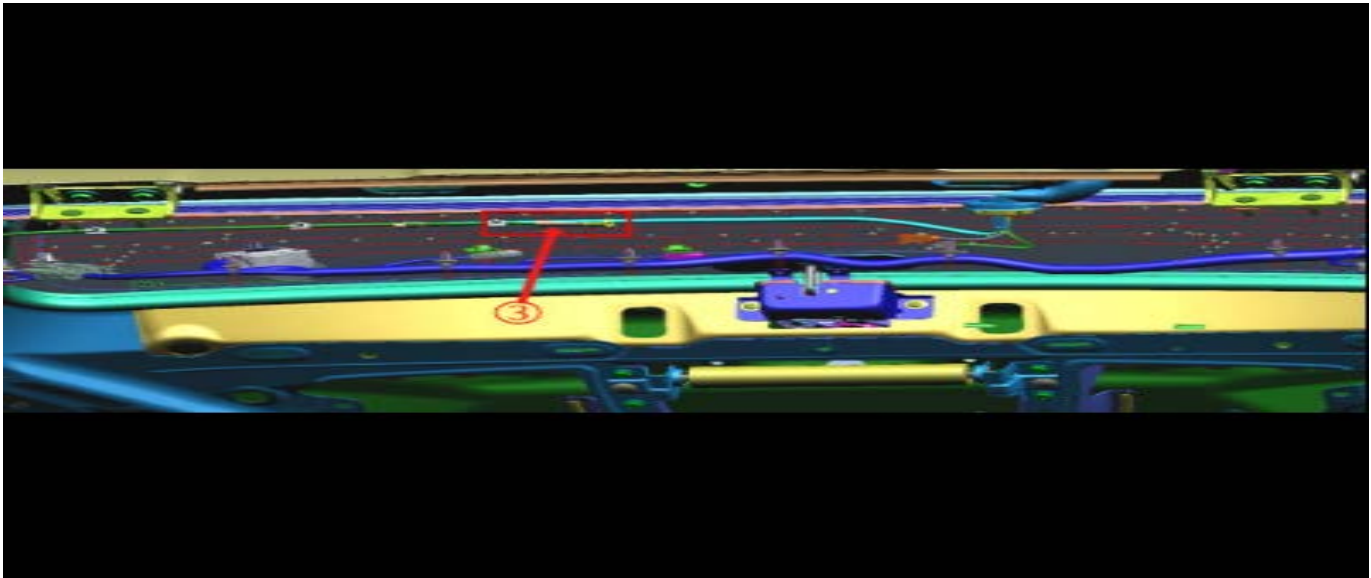
2. The graphic above is an example of a connector location in which the washer hose barb was detaching from the boot. As shown in the graphic, re-seat the hose barb and add a tie strap at the location designated by the black bar.
  - If the washer system is now operative, reinstall the trim and return the vehicle to the customer. Refer to *Quarter Lower Rear Trim Panel Replacement - Right Side*, in SI.
  - If the washer system is still inoperative, look to either of the 2 connector locations shown below.



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**Note:** The above view is from the underside of the rear body. The vehicle would need to be positioned on a hoist to inspect this connection location.

3. Access the chassis hose / chassis harness connection (2) that is near the rear spare tire.



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**Note:** Open the liftgate and partially pull down the headliner to inspect this connection location.

4. Access to the connection shown above (3) is made at the headliner where the D pillar hose is connected to the spoiler washer hose.
5. Verify that the rear washer system is fully functioning.

### Parts Information

Causal Part	Description	Part Number	Qty
N/A	Tie Strap	Accrue Locally	As needed (1 per location)

### 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
2086578*	Access the Passenger Side D-pillar Washer Hose, Re-seat the Connector and Add a Tie Strap	1.1 hr

\*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	Released November 14, 2022

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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