



Service Bulletin

Bulletin No.: 23-NA-085

Date: July, 2023

TECHNICAL

Subject: Service Restraint System Message / Air Bag Warning MIL / DTC B14DC Set

This bulletin replaces PIT5885B. Please discard PIT5885B.

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|-----------------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Cadillac | Escalade Models | 2021 | 2022 | - | - | All | All |
| Chevrolet | Suburban | | | | | | |
| | Tahoe Models | | | | | | |
| GMC | Yukon Models | | | | | | |

| | |
|-----------------------------------|---|
| Involved Region or Country | Middle East and North America |
| Condition | Some customers may comment on a Service Restraint System Message and/or SIR Warning MIL intermittently illuminated. When checking for DTC's, a B14DC will be found. |
| Cause | The cause of the condition may be the driver's seat side airbag connector coming in contact with the seat back cushion. Thus, during movement from the driver, or while adjusting the seat, it may cause the airbag connector terminals to temporarily lose contact, causing the issue. |
| Correction | Review the procedure below to correct the vehicles condition. |

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.

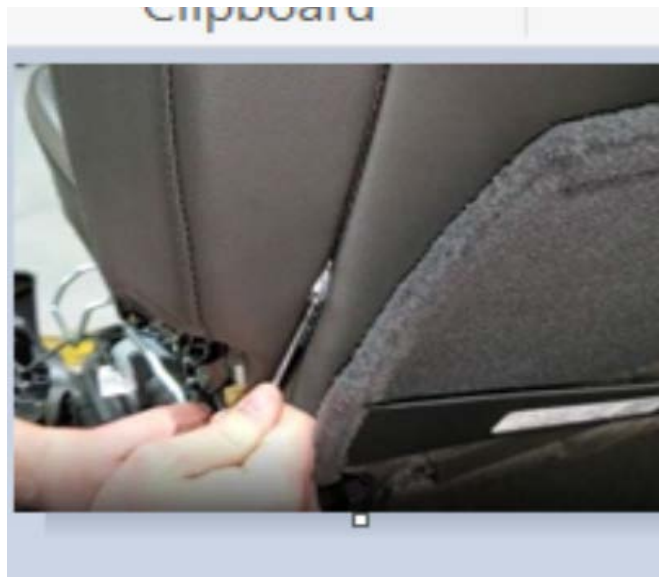
Service Procedure

To correct this concern, perform the following procedure to the seat back foam. Listed below are two service procedures depending on the model:

Service Procedure for Tahoe/Suburban/Yukon Models:

1. Move the driver seat to the full rearward position
2. Tilt seat back forward for better access to rear of seat back.

3. Disconnect the battery.



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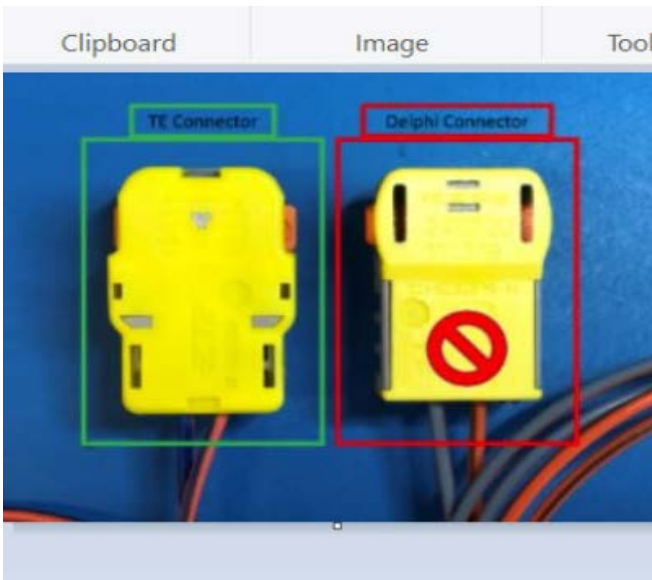
Caution: To avoid possible zipper damage to the cover, carefully follow the video and Notes in the Service Procedure.

- Unzip both sides of the seat back trim cover, disengage the lower J-channel retainer and lay the cover forward over the seat back. Refer to *Front Seat Back Cover and Pad Removal and Installation*, in SI.



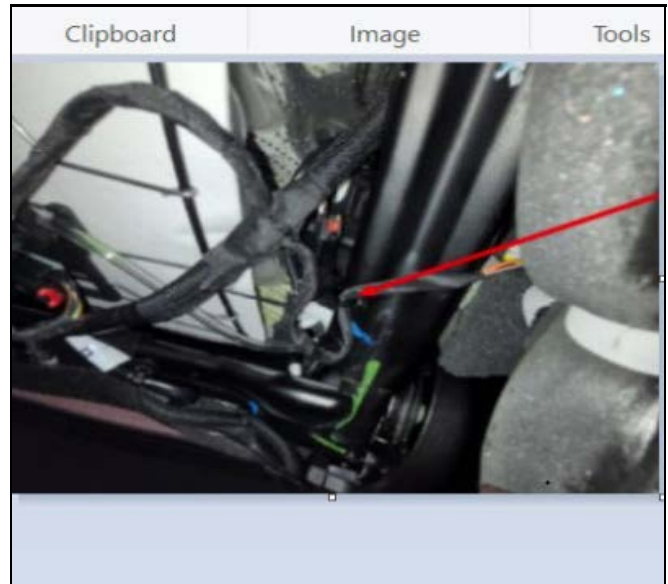
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- On the lower right side of the seat, pull back the seat cover to expose foam and locate the seat airbag connector.



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Note: Do not replace the seat airbag connector unless instructed by an open Field Action as identified in Investigate Vehicle History (IVH).



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- Zip tie the airbag connector harness to the seat frame. If there is already a zip tie installed, no further repairs are needed. Continue diagnosis referring to the proper procedures within SI.



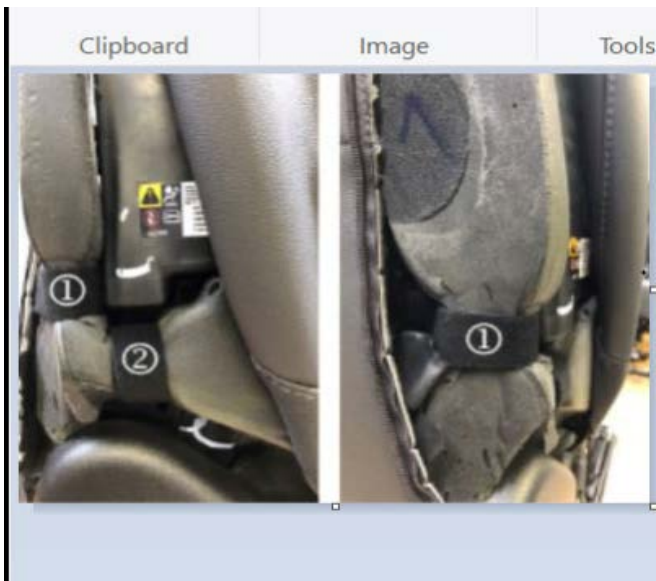
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Note: For Model Year 2023, check for the zip tie to already be installed from the plant. If zip tie is installed, no further repairs needed.



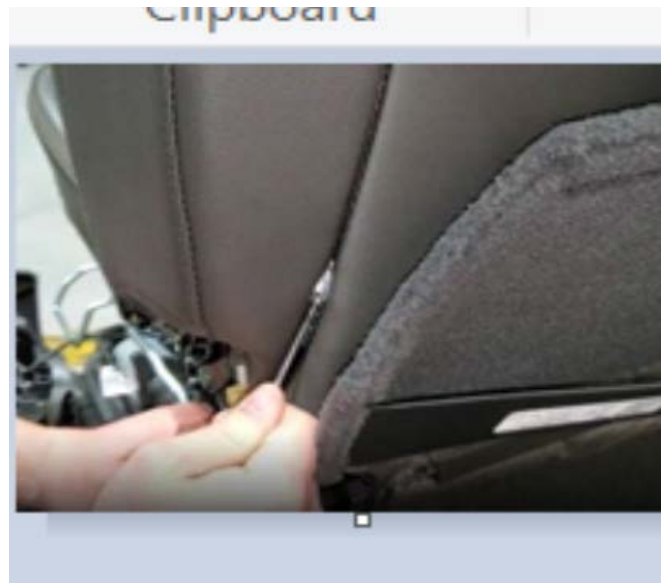
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7. Cut 2 pieces of 1" wide double-sided Velcro tape P/N 189590, or equivalent, one 200 mm (7.84 in.) length and the other 180 mm (7.08 in.) length.



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- 7.1. As shown in the graphic above, secure the 200 mm Velcro horizontally (1), compressing the foam 50%.
- 7.2. As shown in the graphic above, secure the 180 MM Velcro vertically (2), compressing the foam 50%.
8. Reposition foam and seat back cover, ensuring airbag connector has clearance to all foam and material.



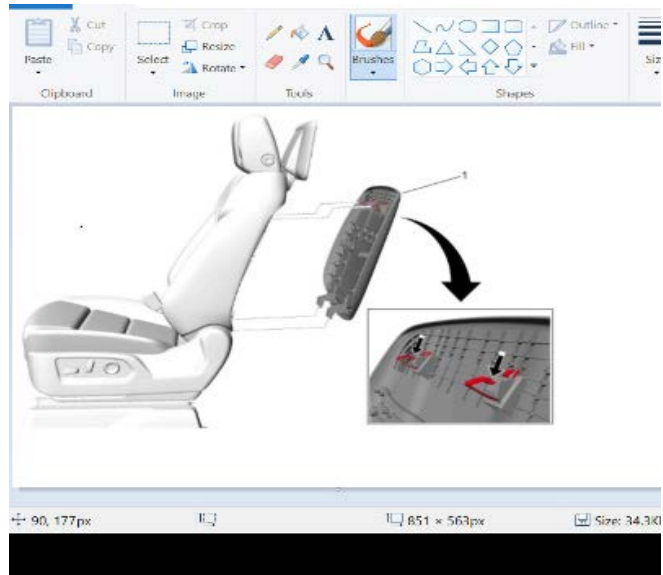
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Caution: To avoid possible zipper damage to the cover, carefully follow the video and Notes in the Service Procedure.

9. Reinstall the seat back cover. Refer to *Front Seat Back Cover and Pad Removal and Installation*, in SI.
10. Reconnect the battery.

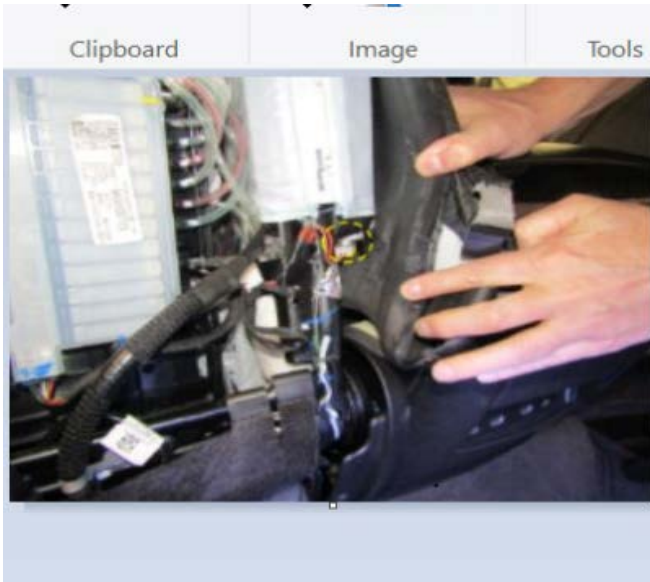
Service Procedure for Escalade:

1. Move the driver seat to the full rearward position.
2. Tilt seat back forward for better access to rear of seat back.
3. Disconnect the battery.



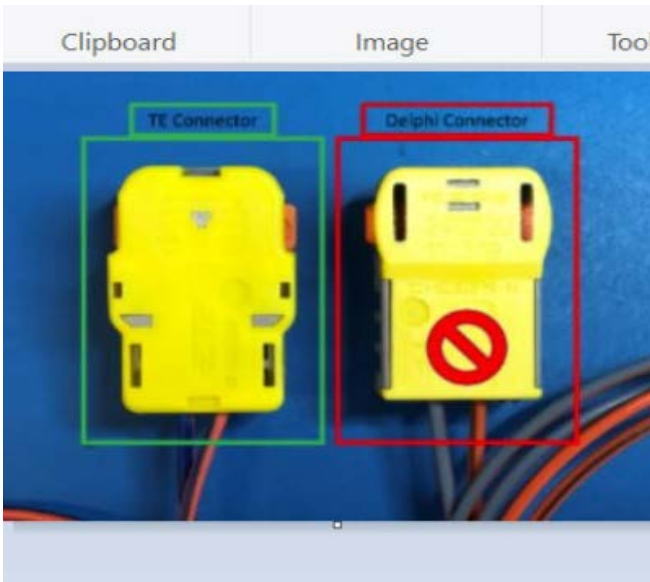
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- 4. Remove the driver front seat back finish panel (1). Refer to *Front Seat Back Finish Panel Replacement*, in SI.



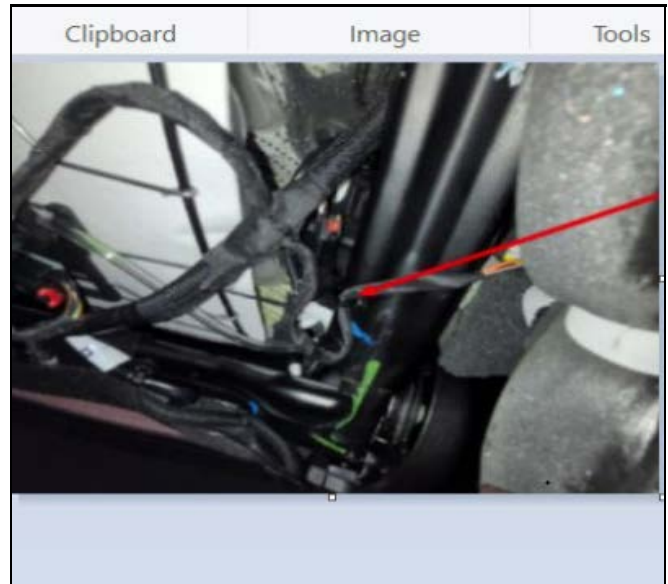
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- 5. On the lower right side of the seat, pull back the seat cover to expose foam and locate the seat airbag connector.



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Note: Do not replace the seat airbag connector unless instructed by an open Field Action as identified in Investigate Vehicle History (IVH).



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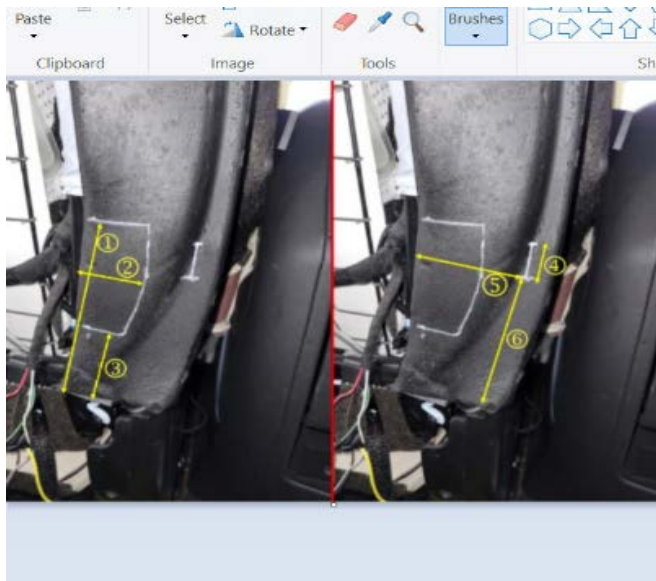
- 6. Zip tie the airbag connector harness to the seat frame. If there is already a zip tie installed, no further repairs are needed. Continue diagnosis referring to the proper procedures within SI.



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Note: For Model Year 2023, check for the zip tie to already be installed from the plant. If zip tie is installed, no further repairs needed.

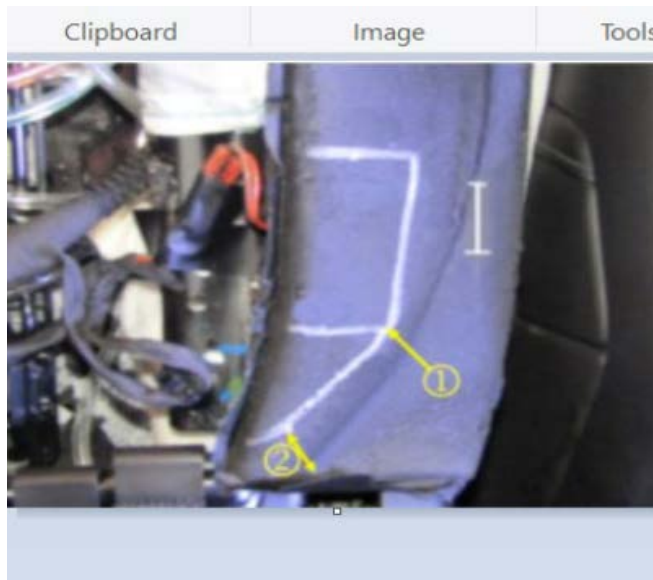
7. With a felt tip pen or suitable marker, draw lines to indicate locations for foam material removal and slits:



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- 7.1. As shown in the graphic above, mark locations for a square: top line 125 mm (4.92 in) (1) from the bottom of the seat cover foam, right line 40 mm (1.57 in) (2) from the left edge of the foam, and bottom line 55 mm (2.17 in) (3) from the bottom of the seat cover foam.
- 7.2. Also shown in the graphic above, mark a vertical 40 mm (1.57 in) slit (4) located 62 mm (2.44 in) (5) from the left edge of the foam and 70 mm (2.75 in) (6) from the bottom of the seat cover foam.

- 7.3. As shown in the graphic above, on the inboard side panel of the foam, mark a horizontal 25 mm (0.98 in) slit (1) located 48 mm (1.90 in) (2) from the bottom seam of the seat cover foam, and 25 mm (0.98 in.) (3) from the edge seam of the foam.

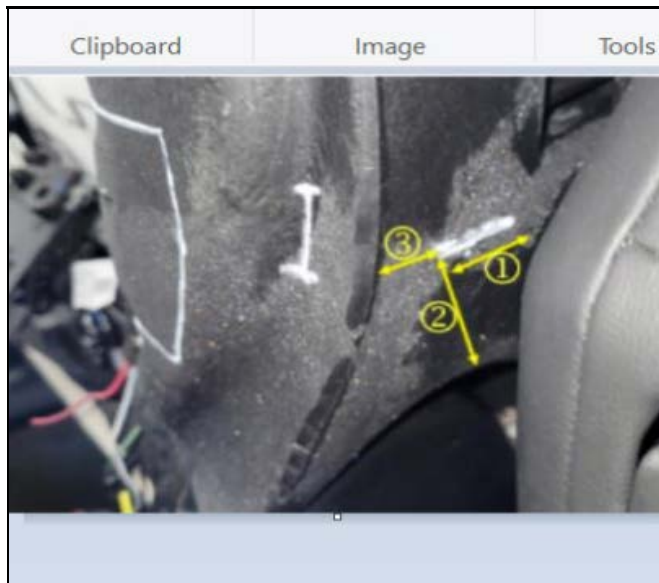


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- 7.4. As shown in the graphic above, mark a line from the bottom corner of the square (1) creating a lower leg, angling and arcing down to 20 mm (0.80 in) (2) from the bottom of the foam.

Note: For best results, perform cuts with multiple passes.

8. Using an X-Acto hobby knife, or other suitable cutting tool, cut along the square lines drawn and remove the foam material for clearance of the connector and wire.
9. Cutting along the marked line, remove material from the lower leg of the foam



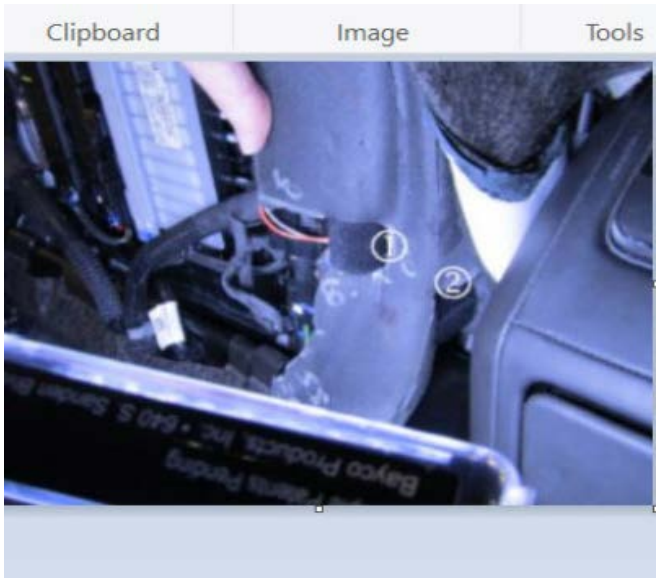
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10. Cut 2 slits, one at the 40 mm marked line, the other at the 25 mm marked line.



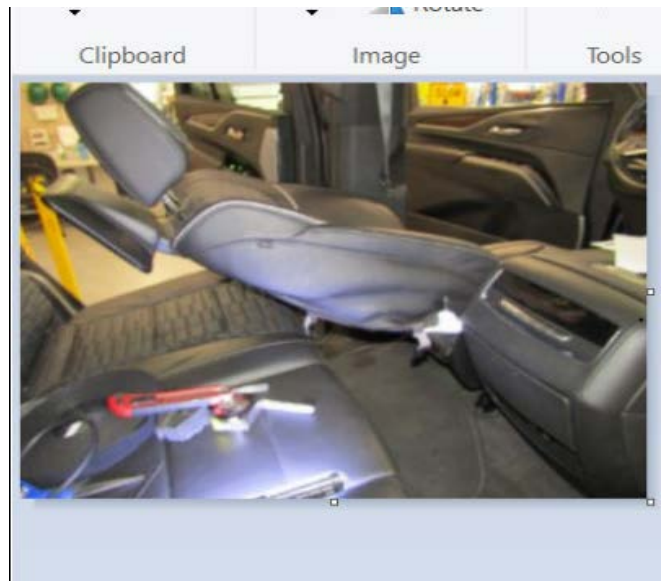
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11. Cut a 100 mm (3.94 in.) length of 1" wide double sided Velcro tape P/N 189590, or equivalent.



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12. Install Velcro through the 40 mm slit (1) , and secure compressing the foam 50 %.
13. . Reconnect the battery.



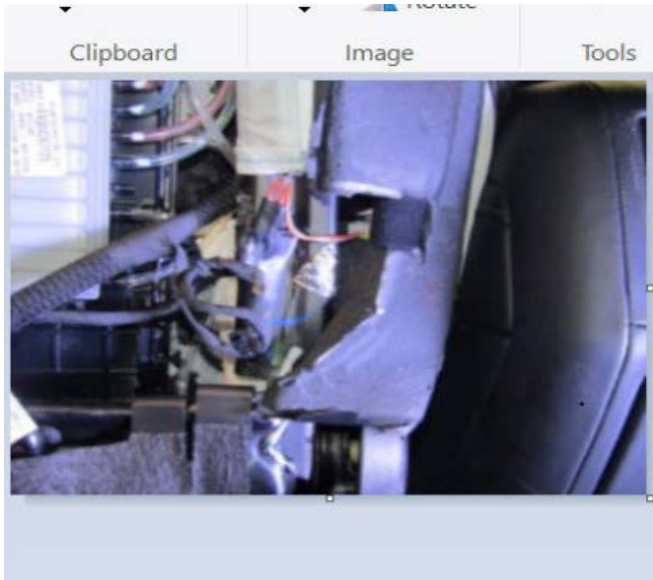
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14. Tilt the seat back fully rearward.
15. Disconnect the battery.
16. Cut a 180 mm (7.0 in.) length of 1" wide double sided Velcro.



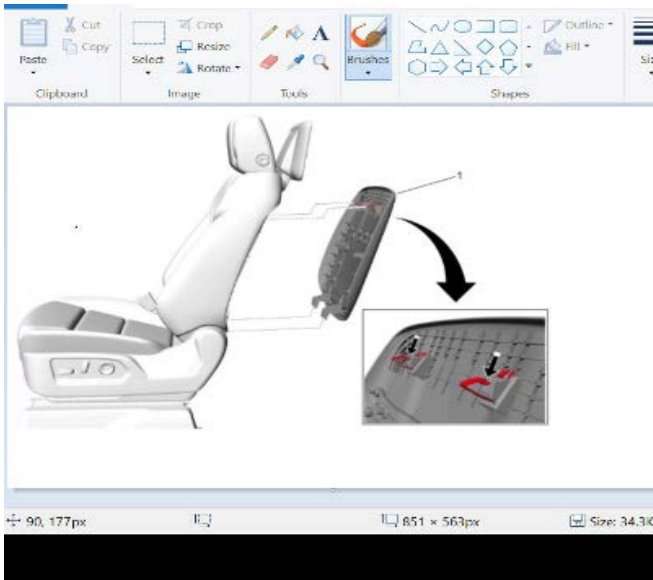
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17. Install Velcro through the 25 mm slit (2), and secure compressing the foam 50 %.



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- 18. Reposition foam and cover material, ensuring airbag connector has clearance to all foam and material.
- 19. Reconnect the battery.



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- 20. Reinstall the driver front seat back finish panel (1). Refer to *Front Seat Back Finish Panel Replacement*, in SI.

Parts Information

| Description | Part Number | Material Allowance |
|--------------------------|-------------|--------------------|
| Double Sided Velcro Tape | 189590 | \$5.00 |

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 |
|--|--|------------|
| 2086778* | Rear of Driver Seat Back connector inspection | 0.3 hr |
| Add | Access Rear of Driver Seat Back, Trim Seat Foam and/or Install Velcro Tape | 0.3 hr |
| *This is a unique Labor Operation for Bulletin use only. | | |

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|----------|---|
| Version | 2 |
| Modified | Released May 05, 2023 Revised July 17, 2023 — Removed the 2023 Model Year. |

