



Service Bulletin

Bulletin No.: 23-NA-155

Date: September, 2023

TECHNICAL

Subject: Accessory Roof Rack Cross Rail, Luggage Carrier Cross Rail Key Stuck in Lock, Lock Stuck or Inoperable

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2024	-	-	All	All
Chevrolet	Suburban Tahoe						
GMC	Yukon Models						

Involved Region or Country	North America
Condition	Some customers may comment on accessory roof rack cross rail, Luggage Carrier Cross Rail key stuck in lock, lock stuck or inoperable.
Cause	The cause of the condition may be internal lock cylinder failure.
Correction	Replace the lock cylinders. Service has released replacement lock cylinders and keys in the Electronic Parts Catalogue (EPC). Important: Replacement of the Luggage Carrier Cross Rail for these condition(s) is not necessary.

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.

If you encounter a vehicle with the above concern, follow the lock cylinder replacement procedure in the accessory Luggage Carrier Cross Rail Kit Installation I-sheet in Service Information.

Parts Information

Refer to the GM Global EPC (Electronic Parts Catalog) for the correct part numbers based on the vehicles build information.

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
0588728*	Accessory Cross Rail Lock Replacement	0.6 hr

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

Version	1
Modified	Released September 11, 2023

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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