



Service Bulletin

Bulletin No.: 23-NA-127

Date: January, 2024

TECHNICAL

Subject: Second Row Seat Loose and/or Clicking

This Bulletin Replaces PIT5958. Please Discard PIT5958.

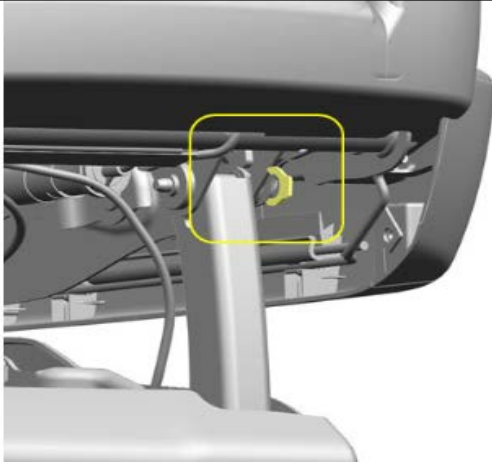
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2023				
Chevrolet	Suburban Tahoe Models						
GMC	Yukon Models						

Involved Region or Country	North America, Middle East, Europe, Kazakhstan, Uzbekistan, Russia, Israel, Palestine, Bolivia, Chile, Columbia, Ecuador, Peru, Japan, Korea, Thailand, Other Africa
Condition	Some customers may comment on one or more of the following: <ul style="list-style-type: none"> • “Rocking” or “moving side-to-side” • “Seat is loose” • “Seat is clicking” • “Cushion/frame loose” • “Sways when going around corners”
Cause	The cause of the condition may be the gap/clearance at the front upper pivot of the seat is loose.
Correction	Install shim/C-clip inside the gap/clearance at the front upper pivot of the seat by following the procedure outlined below.

If you encounter a vehicle with one or more of the above concerns, complete the following:

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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1. Verify 2nd row seat frame at front pivot shows looseness.
2. Insert a 2 mm shim between the outside surface of the effected front leg / the inside surface of the U-bracket like illustrated above.

3. Once the clip is in the interface, use a flat-head screwdriver to ensure the clip is snapped on the shoulder of the bolt.

Note: The clip is designed to have a tight/interference fit in the joint. Since the gaps available could vary from seat-to-seat, it is recommended to apply cross-car load in the direction shown, in order to aid the installation process. Load required to create a gap should be less than 150N.

Note: Please ensure the clip is fully seated. Clip 'snaps' in position when fully seated.

4. With the clip installed, try to duplicate the customer concern and verify the cross-car looseness is no longer present.
5. With the seat in upright condition, function the seat with the recliner handle to ensure the seat stows unassisted to fold flat position. If the seat stalls, please perform service rework procedure per the latest version of bulletin 21-NA-129.

Parts Information

Causal Part	Description	Part Number
N/A	Seat Clip	86532354

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
7086488*	Install Shim to 1 Second Row Seat to Correct Noise/Movement Concern	0.3 hr
Add	Additional Seat	0.2 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	3
Modified	Released July 20, 2023 Revised December 11, 2023 – Updated Regions Revised January 05, 2024 – Added Korea Market Vehicles.

