



Service Bulletin


Bulletin No.: 24-NA-047

Date: April, 2024

TECHNICAL

Subject: Interior Indented Door Panel

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2022	2024				
	Escalade ESV						

Involved Region or Country	North America, Europe, Kazakhstan, Russia, Middle East, Israel, Palestine, Japan, South Korea
Additional Options (RPOs)	
Condition	<p>Some customers may comment on one or both front interior door panels have become permanently indented at the forward/upper section of the door panel.</p>  <p style="text-align: right; font-size: small;">6570306</p>
Cause	The cause of the condition may be the edge material from the bezel/bolster has excessive contact pressure against the door panel retention clip when doors are closed.
Correction	<p>Replace the door panel and grind down the door panel retention clip.</p> <p>Important: Refer to the Electronic Parts Catalog (EPC) for the proper color door panel.</p>

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.

1. Remove and replace the original door panel. Refer to *Front Side Door Trim Panel Replacement - Left Side in SI* and/or *Front Side Door Trim Panel Replacement - Right Side in SI*.



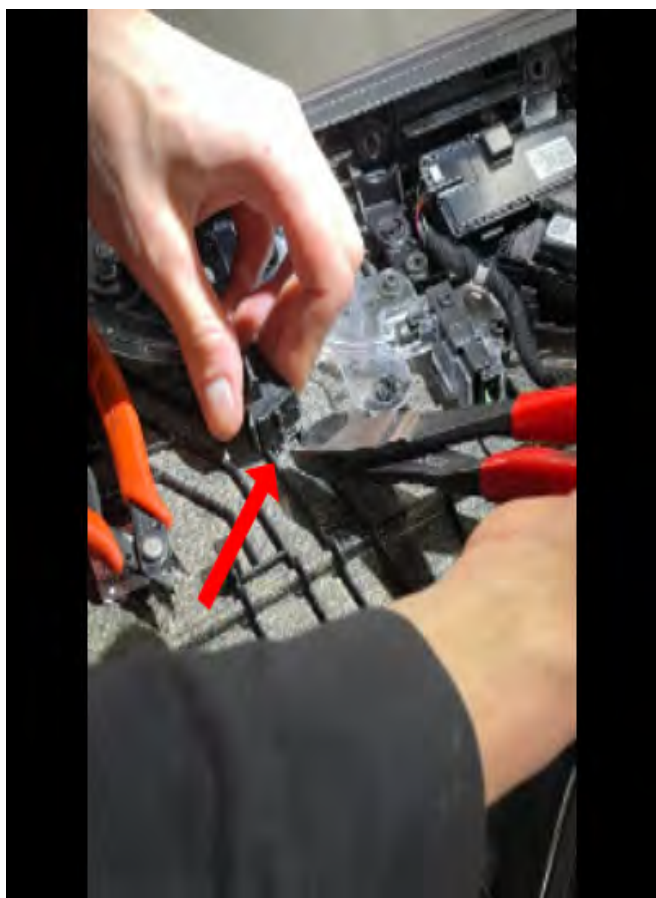


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- 2. Place the new door panel on a suitable table to remove the door retention clip.



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3. Using a cutting tool cut off the door retention clip block.

Note: It's best to use a hand cutting tool and start at the center of the block then cut around the edges.



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4. Then using a grind tool, smooth out the door panel.



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- Once the retention clip is smooth then replace the door panel.

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
*1086208	Door Panel Replacement Retention Clip Removal	0.6 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	Released March 11, 2024 Revised March 28, 2024 – Removed Australia/New Zealand from Involved Regions

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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