



Service Bulletin

File in Section: -

Bulletin No.: PI0040C

Date: April, 2013

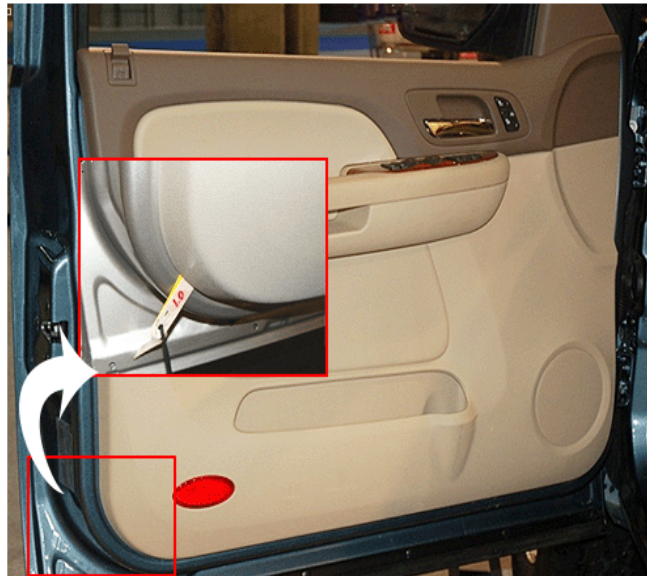
PRELIMINARY INFORMATION

Subject: Poor Fit/Gap at Interface of Side Door Trim Panel and Lower Door and/or Rattle Noise Upon Opening/Closing Door

Models: 2007-2013 Cadillac Escalade Models
2007-2013 Chevrolet Avalanche, Silverado, Suburban, Tahoe
2007-2013 GMC Sierra, Sierra Denali, Yukon Models

This PI is being revised to add the 2013 model year and update the Recommendation/Instructions and Parts Information. Please discard PI0040B.

Condition/Concern



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Note: The gap is generally 1-2 mm (0.04-0.08 in) as shown by the gauges in the above graphic.

Some customers may comment on seeing a poor fit/gap of the side door lower trim panel to the lower door inner structure. This condition could also be associated with a rattle noise upon opening or closing the side door.

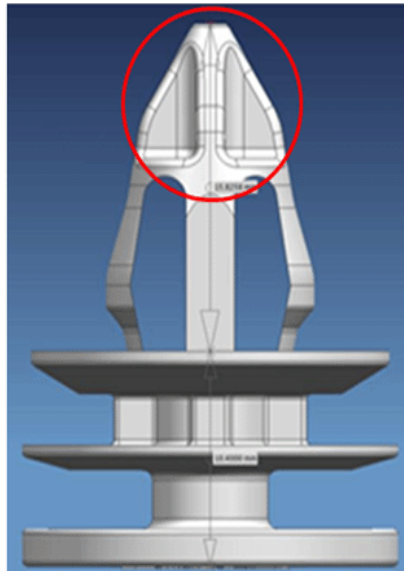


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The cause of this condition is most commonly found to be the rear and lower door trim panel retainers, which have been damaged or not properly engaged during installation or R&R of the door trim panel.

Recommendation/Instructions

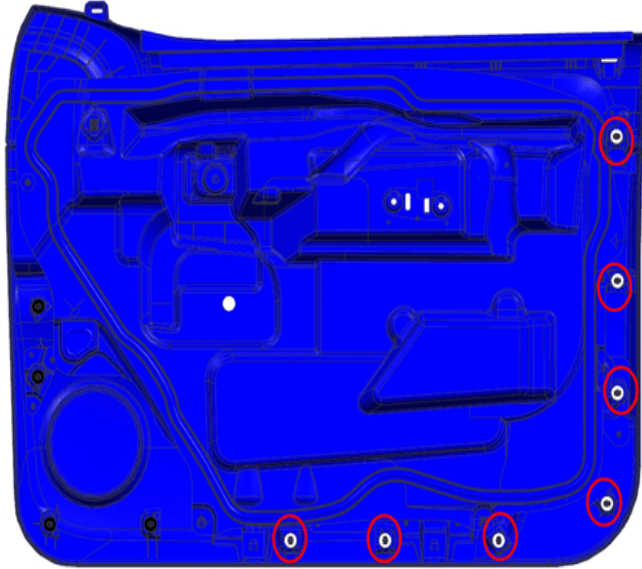
Do This	Don't Do This
Replace the door trim panel lower retainers.	Do not replace the door trim panel assembly.



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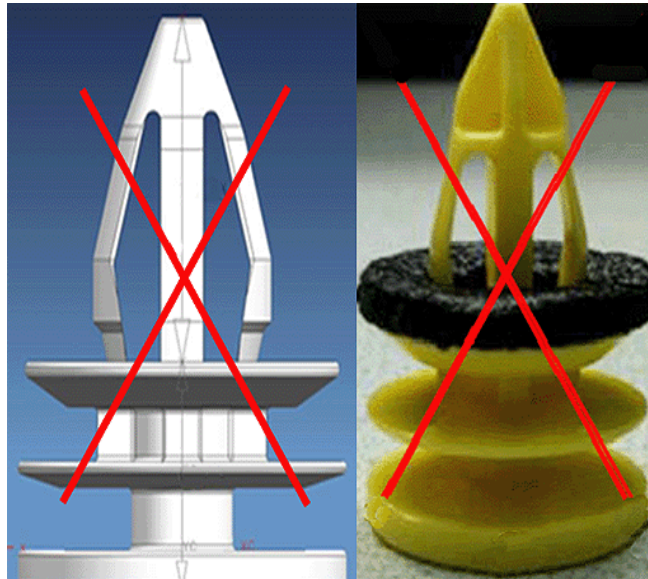
Important: When replacing any retainer in the locations noted in the following steps, only use the second design white retainer, GM P/N 11611339, which has a more robust tip.

1. Remove the door trim panel from the affected door. For utilities, refer to Front Side Door Trim Panel Replacement, Rear Side Door Trim Panel Replacement (Standard Wheelbase) or Rear Side Door Trim Panel Replacement (Extended Wheelbase) in SI. For pickups, refer to Front Side Door Trim Panel Replacement (SLT, A95), Front Side Door Trim Panel Replacement (Except YE9 or SLT), Rear Side Door Trim Panel Replacement (SLT) or Rear Side Door Trim Panel Replacement (YE9) in SI.



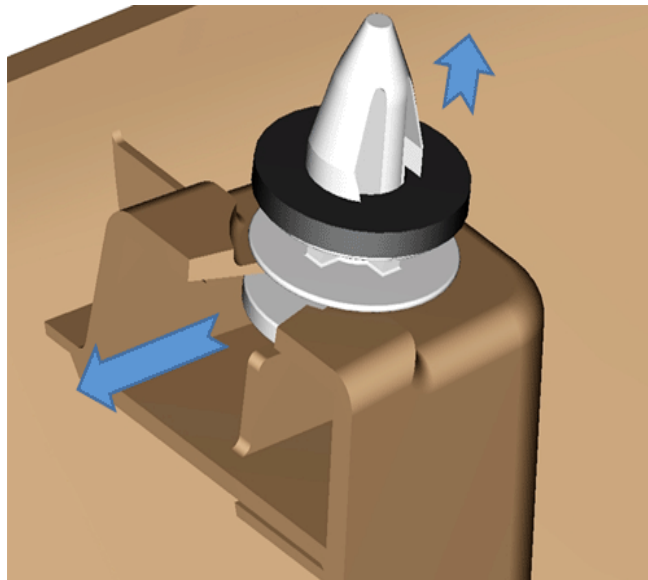
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2. Inspect the rear and lower door trim retainers (circled in the graphic above) for damage or improper engagement.



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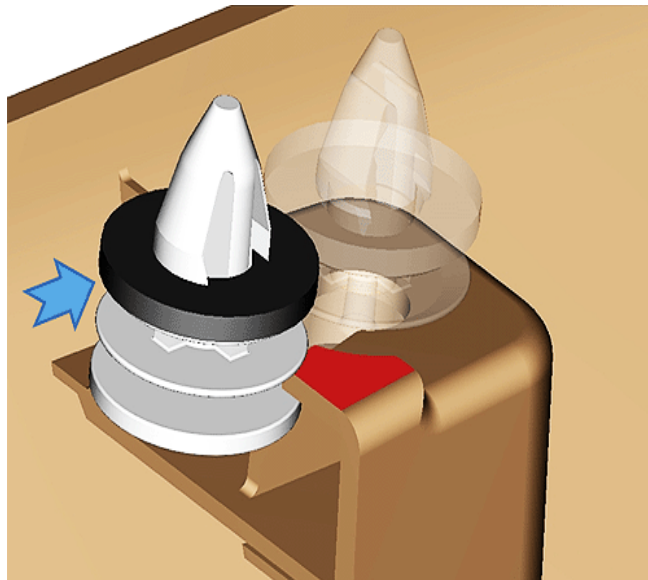
3. Also inspect these locations for any white first design (1) retainers or yellow (2) retainers. These retainers should not be used and should be replaced with the white, second design retainer, referenced previously.



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Tip: When removing the retainers, a flat-bladed tool is recommended to avoid damaging the molded standing boss on the trim panel. Pull upward on the retainer while sliding it toward the open end of the standing boss.

4. Remove and discard any damaged retainers and replace with appropriate fasteners from the table below. The doors may have different combinations of fasteners, so ensure replacement of the proper color fastener at the proper location.



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5. Sit the retainer mid-section on the top surface of the standing boss (shown in red above) and push inward until the retainer fully snaps in place.
6. Reinstall the side door trim panel to the door, ensuring that the retainers are properly engaged into the holes in the door sheet metal. Refer to SI titles referenced above.

Part Information

Part Number	Description	Qty
11611339	RETAINER, PUSHIN w/ SEAL (White)	as needed
11519032	RETAINER, FRT S/D T/ PNL (Black)	as needed
22729211	RETAINER, PUSHIN W/ SEAL (Blue)	as needed

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
C3348	Front Side Door Trim Panel Replacement	Use Published Labor Operation Time
C3540	Rear Side Door Trim Panel Replacement	