Bulletin No.: PI0828

Date: Oct-2012

Service Bulletin

PRELIMINARY INFORMATION

Subject: Inspection and Repair Guidelines for Dust Intrusion into Passenger Compartment

Models: 2010-2013 GMC Terrain

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some customers may comment that excessive dust is entering into the passenger compartment through the side doors or rear liftgate areas. This is usually found to occur when the vehicle is driven in high dust areas. Examples of this condition are shown in the graphics below.

The cause of this condition may be that the dust/debris is working past the side door or liftgate sealing surfaces.

Recommendation/Instructions

Important: When verifying the condition, ensure that the vehicle is being driven with the windows completely closed and the HVAC off or in recirculation mode.

Once the condition is verified, look for evidence of any visual dust flow or leak path at the side doors or the liftgate area of the vehicle. This leak path will help designate the direction the repair should take.

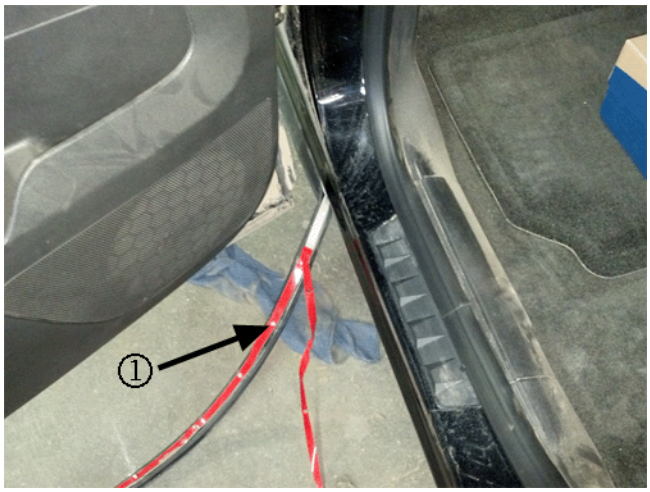
1. In extreme cases where the passenger compartment is so dirty that an obvious dust leak path is not evident, we recommend detailing the vehicle, then road testing the vehicle to try and duplicate the condition.
2. If a dust leak path is evident at the side door(s), adjust the affected door ensuring a uniform compression of the door seal to the body and complete the following steps:

Note: A vehicle will sometimes show evidence of dirt/dust being pulled past the backside of the rocker moldings as shown above. A double sided tape is added to the moldings to help eliminate this condition.

2.1. Remove the left and right rocker panel moldings (seals). Refer to Rocker Panel Molding Replacement (Terrain) in SI. Inspect the seals for any deformations or damage and replace as appropriate.

2.2. Thoroughly clean the seals and the contact area of the rocker panels with 3M™ General Purpose Adhesive Cleaner P/N 08984, or equivalent.

2.3. Apply 3M™ Automotive Adhesion Promoter, or equivalent, to the entire length of the seals and between each push pin. The promoter should be centered in line with the push pins and cover an approximate area 15 mm (0.590 in) wide.



Note: The recommended size of the two-sided tape is approximately 1.5 mm (0.060 in) thick and 13 mm (0.500 in) wide.

2.4. Apply 3M™ Automotive Acrylic Plus Attachment Tape P/N06397 (1), or equivalent, to each seal by pushing the seal push pins through the two-sided tape.

2.5. Reinstall the left and right rocker seals, ensuring to completely wet out the tape onto the rocker panel.

3. If a dust leak path is evident in the liftgate area, complete the following steps:

3.1. Inspect the liftgate hinges and adjust the liftgate and/or latch striker as necessary. Refer to Liftgate Adjustment in SI.

3.2. Inspect the upper pinch weld flange on the body side of the gate to ensure it is perpendicular to the liftgate inner surface. The liftgate seal should have uniform compression around the complete perimeter of the seal.

3.3. If the pinch weld is not perpendicular, remove the liftgate seal. Refer to Liftgate Weatherstrip Replacement in SI. Inspect the seal for any deformations or damage and replace as appropriate.

3.4. Clean the seal mounting area with 3M™ General Purpose Adhesive Cleaner P/N 08984, or equivalent.

3.5. Using an adjustable wrench, or similar tool, carefully bend the pinch weld to a position perpendicular to the liftgate interface.

3.6. Reinstall the liftgate seal, ensuring uniform compression around the complete perimeter of the seal.

4. Inspect the passenger compartment air filter and replace as needed. Refer to the Climate Controls - Maintenance section in the Owner Manual.

Note: Once repairs are made (and if not equipped), the addition of GM four wheel accessory splash guards should also be considered as an improvement to help the vehicle avoid this dust/debris condition. The installation of splash guards will direct the dust/debris away from the door seals and prevent mud from working into the rocker panel area. Please advise the customer that the installation and cost of this repair will not be covered under the vehicle's warranty.

Parts Information

Part Number	Description
08984*	3M™ General Purpose Adhesive Cleaner
06396*	3M™ Automotive Adhesion Promoter
06397*	3M™ Automotive Acrylic Plus Attachment Tape
19170503	GUARD PKG, FRT & RR SPH (MOLDED)

* We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.

Warranty Information

For vehicles repaired under warranty, use the appropriate labor operation(s) for the repair performed.

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