



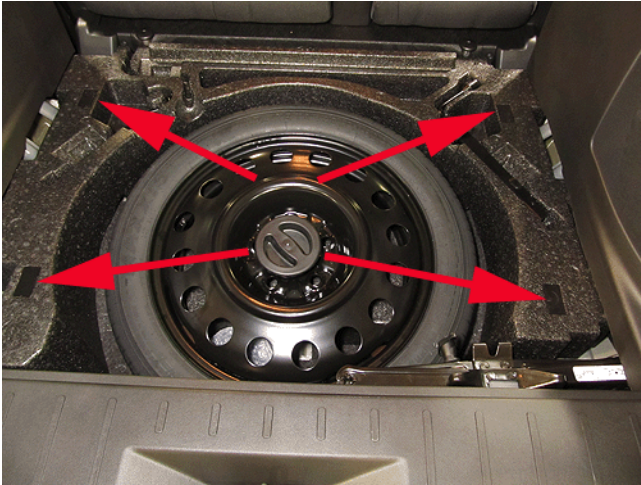
# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Load Floor Hook and Loop Fastener(s) Separate from Spare Tire Support Assembly

**Models:** 2012-2013 Chevrolet Equinox  
2012-2013 GMC Terrain

### Condition/Concern



Some customers may comment the hook and loop type fasteners that secure the rear compartment load floor have separated from the molded plastic spare tire support assembly.

This condition may be caused by poor retention between the spare tire support assembly and the attachment pin on the hook and loop fasteners.

### Recommendation/Instructions

Use the following steps to reattach the hook and loop fastener(s) using hot melt glue.

1. Completely remove the affected fastener(s) and clean any loose debris from the repair area.



- Using a hot glue gun, apply GM P/N 12377914 (in Canada, use 88864881) Hot Melt Adhesive Stick to the fastener mounting area on the spare tire support as shown.



- Immediately install the fastener to ensure proper adhesion with the hot melt glue.
- Repeat the procedure as required on any additional fasteners.

## Parts Information

Part Number	Description
12377914 (in Canada, 88864881)	Hot Melt Adhesive Sticks (14 Sticks)

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
C9537*	Reattach Rear Compartment Load Floor Hook And Loop Fasteners	0.3 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

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

information.



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