



Service Bulletin

File in Section: -

Bulletin No.: PI0989

Date: June, 2013

PRELIMINARY INFORMATION

Subject: Rattle Noise from Driver and/or Passenger A-Pillar/Speaker Area When Vehicle Driven Over Rough Roads

Models: 2012-2013 Chevrolet Traverse
2012-2013 GMC Acadia

Condition/Concern

Some customers may comment on hearing a rattle noise coming from the driver and/or passenger A-pillar/speaker area when vehicle is driven over rough roads.

The cause of this condition may be the front upper speaker grille rattling in the windshield garnish molding.

Recommendation/Instructions



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Current production now installs foam on the A-pillar speakers to eliminate the noise.

Install adhesive back shim stock to the affected speaker, following the steps below:

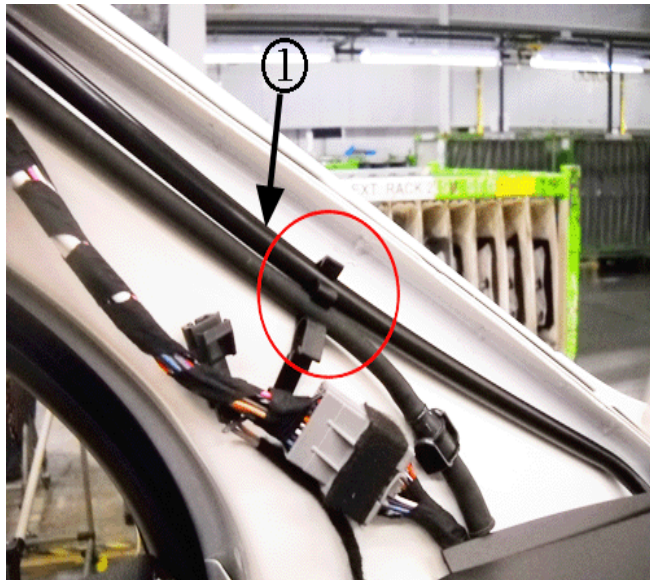
Note: Use two 25 x 25 mm (1 x 1 in) pieces of shim stock per side being repaired.

1. Cut two pieces of *Kent Automotive Adhesive Back Shim Stock P/N P46515, or equivalent, approximately 25 mm (1.0 in) in length.
2. Remove the adhesive backing on one piece and adhere it stacked on top of the other piece.
3. Leaving the speaker wiring connected, remove the windshield garnish molding from the A-pillar on the affected side. Refer to Windshield Garnish Molding Replacement in SI.



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- Remove the adhesive backing from the stacked pieces and install the shim stock to the speaker.



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- On sunroof vehicles only**, before installing the garnish molding, inspect the sunroof drain hose (1) to make sure it is properly engaged in the forward, lower integral clip.
- Reinstall the windshield garnish molding. Refer to Windshield Garnish Molding Replacement in SI.

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Parts Information

Part Number	Description
P46515	Kent Automotive Adhesive Back Shim Stock (1 in x 9/16 in)

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
1080028*	R & R Garnish Molding, Apply Foam to Speaker	0.3 hr
Add	Apply Foam to Opposite Side Speaker	0.2 hr

Labor Operation	Description	Labor Time
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		