



Service Bulletin

File in Section: -

Bulletin No.: P11327

Date: October, 2014

PRELIMINARY INFORMATION

Subject: Water Present at Driver's Foot Well

Models: 2014 Chevrolet Equinox
2014 GMC Terrain
Vehicles Built Between March 17, 2014 and May 15, 2014

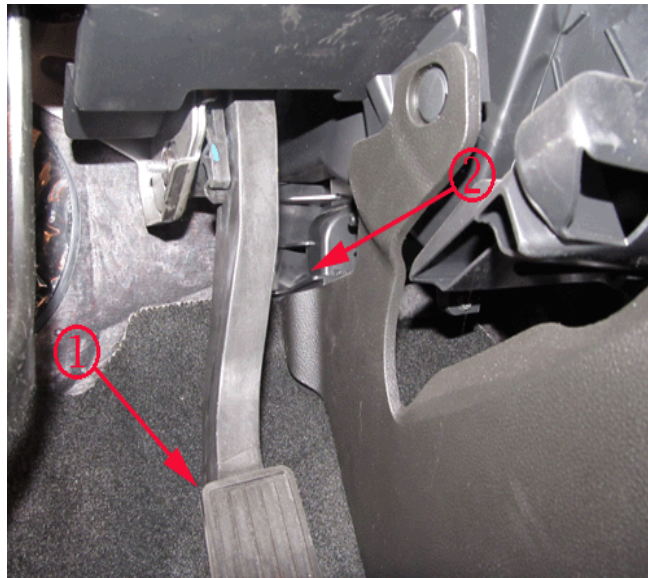
Condition/Concern

Some customers may comment that water is dripping in the driver's side foot well inboard area and/or driver may notice a slight mildew odor.

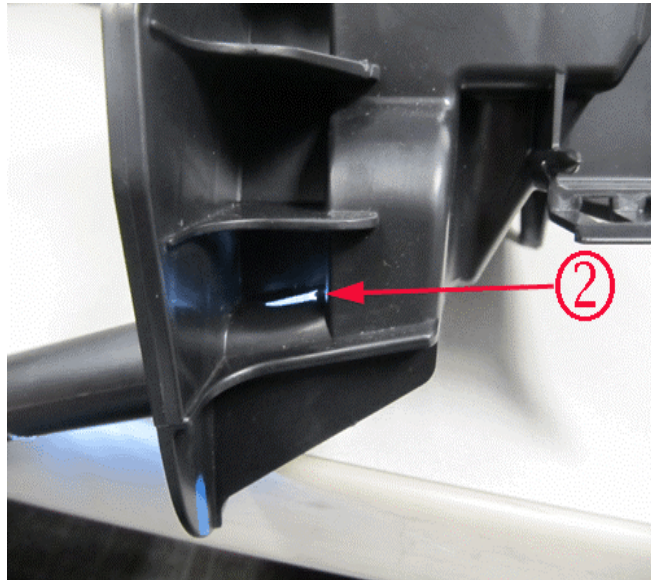
This condition may be mostly noticed in high humidity climates with the A/C system running and when the vehicle is turning corners and/or switching from low to high blower speeds.

This may be due to a void/hole near the heater and air conditioning evaporator and blower module drain.

Recommendation/Instructions



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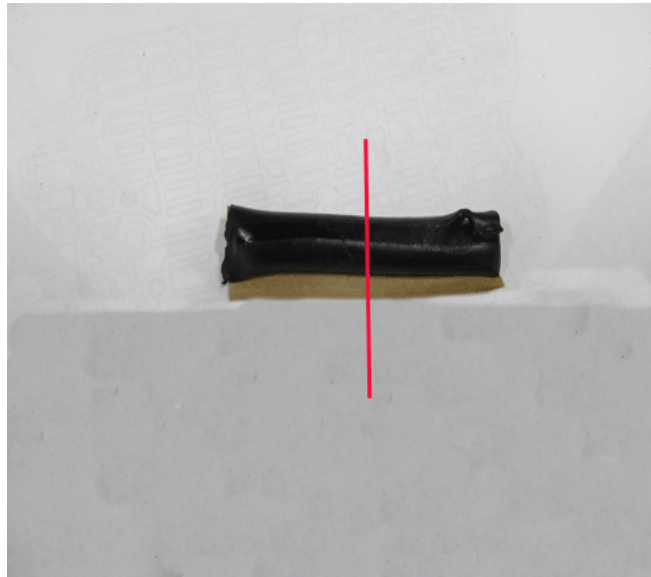


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If a void/hole (2) is found in the lower HVAC case, next to the accelerator pedal (1), proceed with the instructions below.

Sealer Installation

1. Prepare the cavity by sanding with 80-100 grit sandpaper.
2. Clean the cavity with an alcohol prep wipe. Allow to dry before going to the next step.
3. Cut approximately 50 mm (2 in) from the 3M™ Ribbon Sealer or equivalent.



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4. Fold the recently cut piece of sealer in half.



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- Carefully insert the folded end of the sealer into the void/hole cavity and apply light pressure to the sealer until the cavity is filled, corner to corner, as shown above.

Sealer Verification

Turn the ignition lock cylinder to the RUN position with the engine off, blower motor in the high position, recirculation mode must be turned off. Place your hand over the repaired area. If there is no air pressure felt, the repair is complete.

Parts Information

For product ordering information, call a local automotive equipment supplier or call 3M™ at 1-877-666-2277.

Part Number	Description	Material Allowance
08612*	3M™ Windo-Weld™ Round Ribbon Sealer, 3/8 inch x 15 ft	\$0.80 USD (per vehicle) \$0.90 CAD (per vehicle)
*There is enough material to repair approximately 90 vehicles. Store remaining material for future use.		

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
4480248*	Sealer Installation to the lower HVAC Case	0.2 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		