



Service Bulletin

PRELIMINARY INFORMATION

Subject:

Models: 2012-2015 Chevrolet Equinox
2012-2015 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 of a creak, pop, tick or itch type noise from the windshield area while driving the vehicle when the ambient temperature is below -6.5°C (20°F).

Typically the vehicle will need to be driven over road irregularities where the chassis and body components are put in a side to side twist motion such as a driveway entrance.

Recommendation/Instructions

If the dealer has performed the windshield lubrication repair outlined in the latest version of PI1120 and the creak/pop type noise returned, recommend windshield replacement.

Only windshield part numbers 23260477 (non-front camera equipped) or 23260478 (front camera equipped) have a revised lower foam seal that help prevents such a noise.

Note: Do not recommend an aftermarket windshield because that glass may not have a foam seal creating other types of noise

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2020380	Windshield Replacement	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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 the information.



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