



Service Bulletin

File in Section: -

Bulletin No.: PI1314

Date: September, 2014

PRELIMINARY INFORMATION

Subject: Creak/Pop Type Noise from Right Front of Vehicle During Low Speed Maneuvers

Models: 2014-2015 Chevrolet Equinox
2014-2015 GMC Terrain
All Built Prior to August 5, 2014

Condition/Concern

Some customers may comment on a front body creak/pop type noise when turning the steering wheel when the vehicle is stationary or during slow speed maneuvers. This noise is located in the front passenger foot well area. This condition may be caused by an insufficiently tightened cradle mount bolt or two out of position spot welds within the front right frame rail.

Recommendation/Instructions

Use the following steps to diagnose and correct the condition:

1. Road test the vehicle to verify the condition.
2. Raise the vehicle. Refer to Lifting and Jacking the Vehicle in SI.
3. Check the front suspension crossmember to body mounting bolts. Tighten the bolts 155 N•m (114 lb ft).
4. Road test the vehicle and determine if the condition is corrected.
 - If the condition is corrected, the repair is complete.
 - If the noise is still present, continue to the next step.
5. Remove the right front seat. It is not necessary to completely remove the seat from the vehicle. Fold the right rear seat down and place the seat assembly on the cargo floor. Refer to Driver or Passenger Seat Removal and Installation in SI.
6. Remove the right side console trim plate. Refer to Front Floor Console Trim Plate Replacement in SI.
7. Remove the right front hinge pillar trim. Refer to Body Hinge Pillar Trim Panel Replacement in SI.
8. Fold back the right front carpet but do not remove the carpet from the vehicle.
9. Remove the HVAC blower motor. Refer to Blower Motor Replacement in SI.



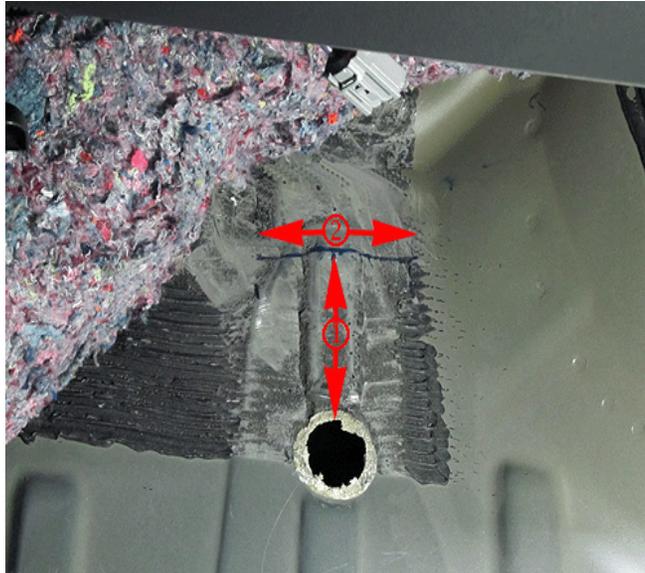
10. Remove the body plug. Save the plug as it will be reused.

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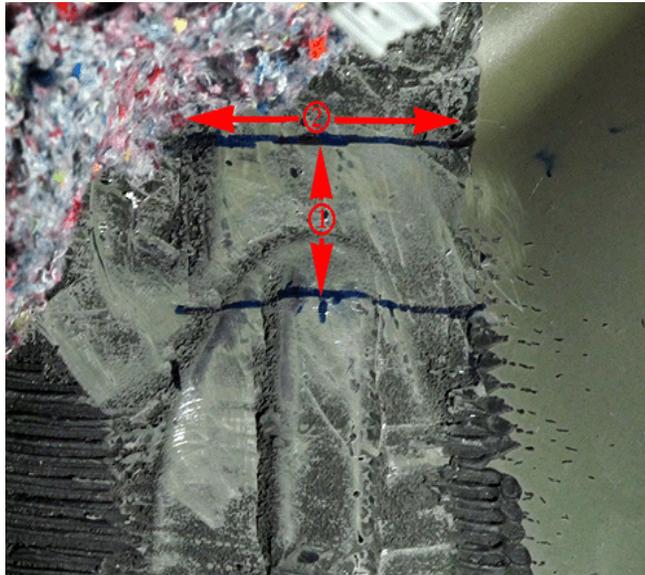
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11. Using a gasket scraper, remove the sound deadener material from the repair area as shown.



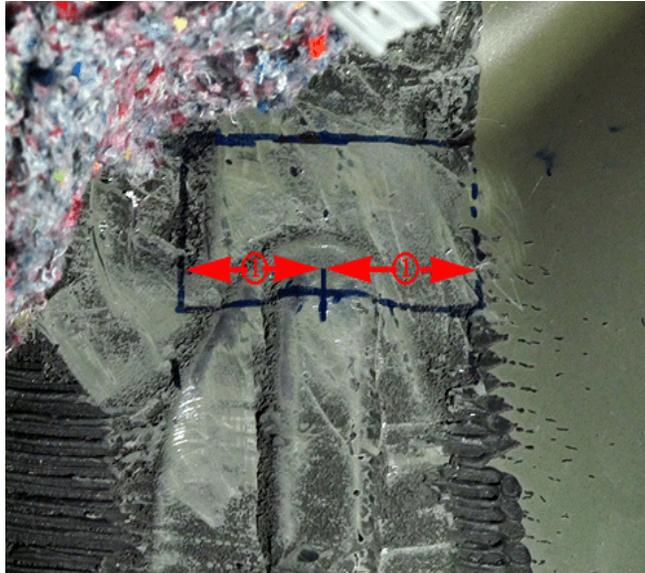
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12. Measure up from the body hole 90 mm (3.5 in) (1). Create a cross car line (2).



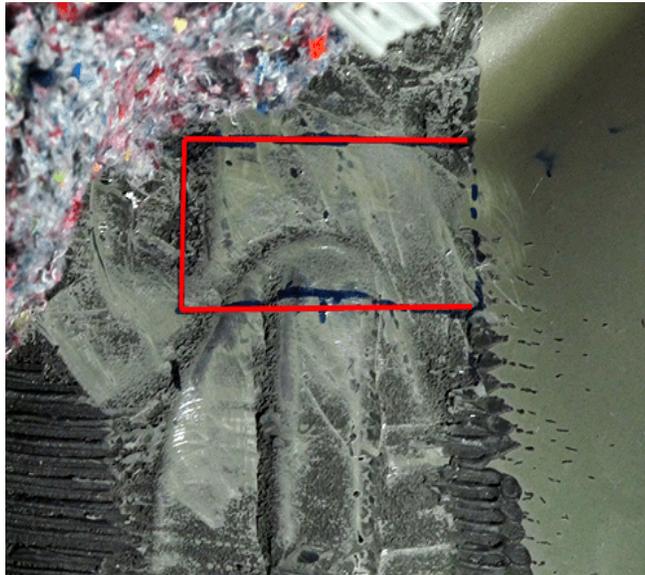
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13. Measure up from that line an additional 50 mm (2.0 in) (1). Create a second cross car line (2).



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14. From the center mark, measure 45 mm (1.75 in) in both directions (1). Create two lines connecting the cross car lines.



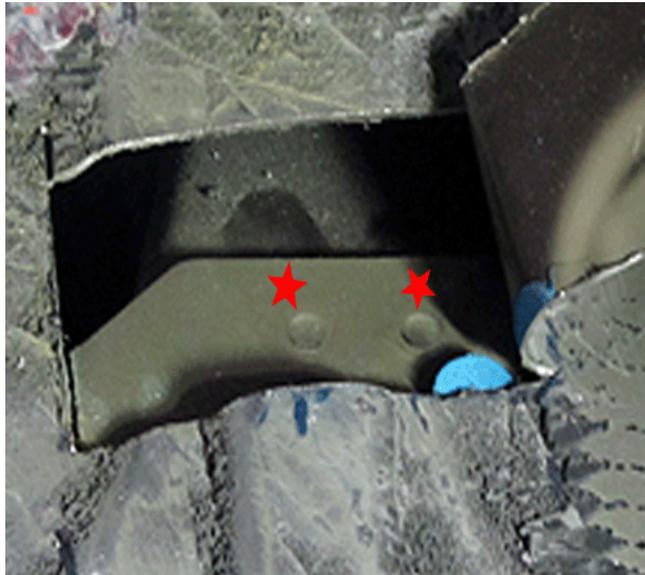
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15. Using a cut off wheel, cut along both cross car lines and the inboard connecting line.



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16. Bend the tab back revealing the two spot welds as shown.



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17. Create two drill locations 6 mm (0.25 in) down from the edge of the metal.
 - Locate the inboard mark slightly to the left of the spot weld.
 - Locate the outboard mark above the spot weld.
18. Center punch the drill locations.



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19. Drill two 0.25 in holes.
20. Prepare a small quantity of *Crest Industries CB-M1 "Black Majik" 10 minute adhesive. Follow the manufacturers instructions for prepping cartridge and dispensing adhesive.



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21. Coat the two #11519023 rivets as shown.



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22. Install the two rivets. Using a small brush, cover the rivets with the material squeeze out.



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23. Prepare a quantity of Crest Industries CE-JB "Jet Black" 1.5 minute adhesive. Follow the manufacturers instructions for prepping cartridge and dispensing adhesive. Coat the edges of the metal tab and opening.



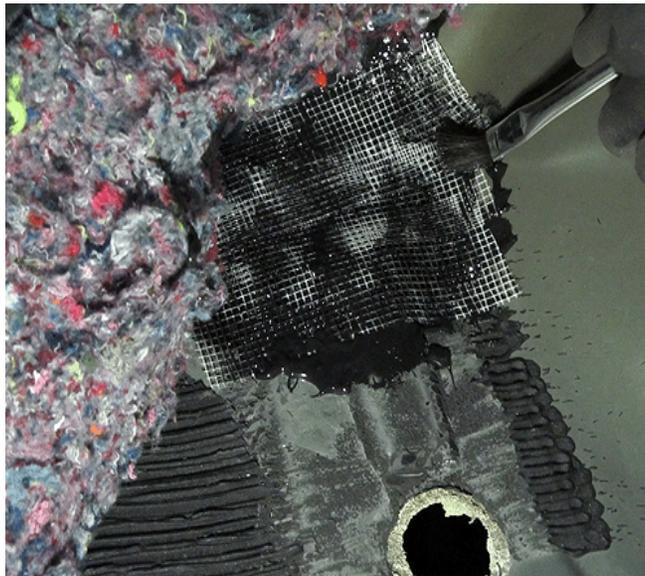
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24. Bend the tab back into position and add additional CE-JB "Jet Black" adhesive to the joint. Hold in position while the material cures.



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25. Reinstall the body plug.
26. Prepare a quantity of Crest Industries CB-M1 "Black Majik" adhesive and apply to the complete area. Using a plastic spreader, coat the complete area.
27. Prepare 3 150 mm (6.0 in) long strips of fiberglass mesh tape.



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28. Install the tape cross car in the vehicle overlapping the complete area. Use a small brush to saturate the tape with adhesive.



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29. Apply an additional coat of Crest Industries CB-M1 "Black Majik" adhesive. Use a plastic spreader to smooth the repair area.
30. Reinstall the HVAC blower motor. Refer to Blower Motor Replacement in SI.
31. Reinstall the carpet, right side console trim plate, right hinge pillar trim and the seat. Refer to the appropriate SI procedures listed above.

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

Parts Information

The adhesive material, fiberglass mesh tape and brushes can be ordered directly from Crest Industries Inc. at 1 (800) 822-4100. Canadian Dealers: Call J-2 Products (Crest Distributor) at 1-888-880-0025 or 416-665-1404, 8:00 am - 5:00 pm ET.

Part Number	Description	Material Allowance
11519023	Rivet	2
*CB-M1	Crest "Black Majik" Adhesive Kit	1
*CE-JB	Crest "Jet Black" Adhesive Kit	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
1480368*	Install Two Structural Rivets To Frame Rail	1.7 hrs
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		