



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Creak or Pop Type Noise Coming from Windshield Area During Cold Ambient Temperatures

**Models:** 2011-2015 Chevrolet Equinox  
2011-2015 GMC Terrain  
Vehicles Built Prior to October 14, 2014

**Attention:** This PI also applies to any of the above models that may be Export vehicles.

*This PI has been revised to add a build date breakpoint. Please discard PI1120B.*

### Condition/Concern

Some customers may comment on a creak, pop, tick or itch type noise from the windshield area while driving the vehicle when the ambient temperature is below  $-6.5^{\circ}\text{C}$  ( $20^{\circ}\text{F}$ ). 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.

If the noise is coming from the upper windshield area, the condition may be caused by the windshield exterior molding binding with the windshield glass and/or the windshield opening. If the noise is coming from the base of the windshield, there may be a bind condition between the inside of the windshield glass and the foam seal at the front of the instrument panel upper trim panel.

### Recommendation/Instructions

Road test the vehicle and verify the condition. If necessary, have a second technician use a stethoscope tool with an open hose end to identify the location of the noise.

If the noise is heard in the area surrounding the upper windshield area, spray GM Super Lube up and under the lip of the outside windshield molding.



1. Using a plastic trim stick, lift the windshield molding away from the windshield opening exterior surface.



2. Using the spray nozzle attachment, insert the nozzle in the area between the molding and the body and apply a liberal amount of GM Super Lube, P/N 12346241 (in Canada, use 10953474).



Apply the lubricant along the top and both sides of the windshield opening.

3. Wipe off any excess lubricant and road test.

If the noise is heard in the area at the bottom of the windshield, spray GM Super Lube between the inner windshield glass and the instrument panel upper trim panel seal.

1. Using a plastic trim stick, create a space between the foam seal and the inside of the windshield glass.



2. Using the spray nozzle attachment, insert the nozzle in the area between the seal and the windshield glass and apply a liberal amount of GM Super Lube, P/N 12346241 (in Canada, use 10953474).
3. Wipe off any excess lubricant and road test.

## Parts Information

Part Number	Description	Quantity
12346241 (In Canada, use 10953474)	GM Super Lube Spray	As Required

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2080128*	Lubricate Windshield Molding To Correct Creak Noise	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 the information.



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