



Service Bulletin

PRELIMINARY INFORMATION

Subject: Creak Or Pop Type Noise Coming From Windshield Area During Cold Ambient Temperatures

Models: 2012-2016 Buick Enclave
2012-2016 Chevrolet Traverse
2012-2016 GMC Acadia

This PI was superseded to update Model Years. Please discard PIT5267A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some customers may comment on a creak, pop, tick, or itch type noise from the windshield area while driving.

Recommendation/Instructions

If the noise is coming from the upper windshield area, the condition may be caused by the windshield alignment pins in the upper corners of the glass, 5 inches in from the edge

Road test the vehicle and verify the condition.

If the noise is heard in the area surrounding the upper windshield area, have a second technician pushing on the windshield alignment pins with a trim stick.

If the noise changes or is gone remove the windshield alignment pins.

If you cannot verify the concern, inspect the windshield alignment pins for rub/wear marks. If the pins shows rub/wear marks on them they will need to be removed.



The windshield alignment pins are in the upper corners of the glass.

Note: Removal of the windshield is not necessary to remove the alignment pins.

Remove the windshield alignment pins.

To access the alignment pins you will need to lower the front of the headliner.

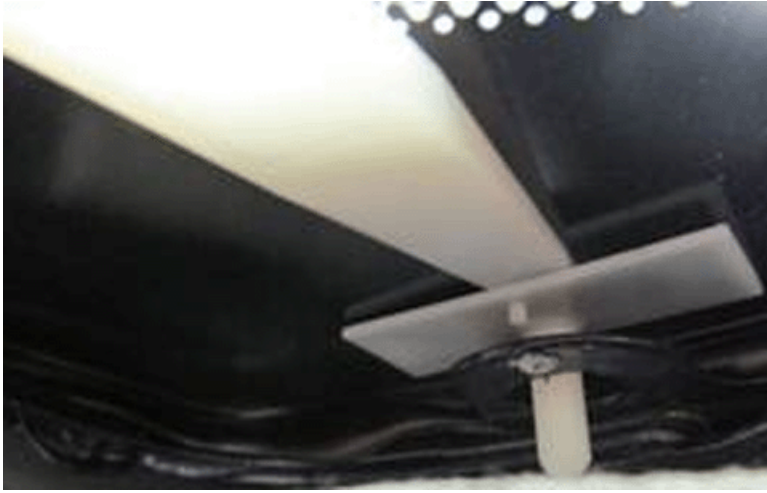
Remove the windshield garnish molding. Refer to Windshield Garnish Molding Replacement section of SI.

Remove the sunshade and anchors. Refer to Sunshade and Sunshade Anchor Replacement section of SI.

Remove the roof console assembly. Refer to Roof Console Replacement section of SI.

To remove the windshield alignment pins, slide your trim stick between the windshield and the alignment pin. The alignment pin will separate from the windshield.

You may need to pull down on the body alignment hole to get the pin out, then you can push it back in place.



Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
* 2080248	Remove Both Upper Windshield Alignment Pins	0.5 hr
* This is a unique labor operation for bulletin use only. This number will not be published in the Labor Time Guide.		

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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