



Service Bulletin

PRELIMINARY INFORMATION

Subject: Liftgate Rattles Over Rough Roads

Models: 2010 - 2016 Chevrolet Equinox
2010 - 2016 GMC Terrain

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

Condition/Concern

Some customers may complain of a rattle noise from the rear lift gate on rough roads.

This may be caused by either of the following:

1. Insufficient contact between lift gate wedges.
2. Latch contacting striker

Note: The lift gate struts will NOT cause the rattle noise when the lift gate is closed (even though they can be forced to rattle by hand when the lift gate is open).

Recommendation/Instructions

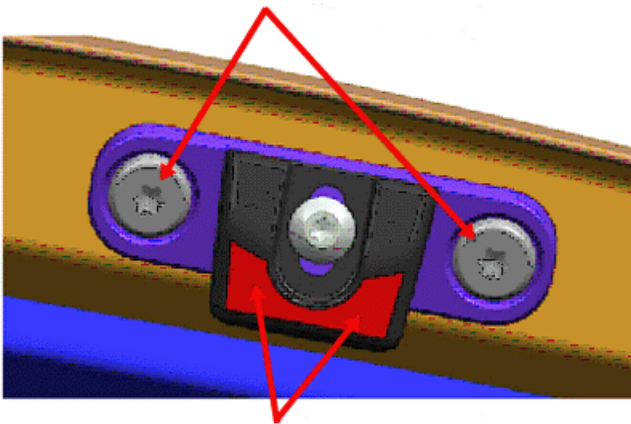
Concern 1: Insufficient contact between lift gate wedges

Check wedge engagement (paper test):

Open the lift gate, insert paper between the Body Side & Liftgate Side Wedges, then close the lift gate. If the paper cannot be removed, grease Liftgate Side Wedge with 12345579 (in Canada, use 10953481).

If the paper can be removed, reset the Wedges using the following procedure.

To Reset Liftgate Wedges:



1. Loosen Liftgate Side Wedge center screw to allow center portion to "ratchet" along internal detents freely.
2. Pull center adjustment portion of Liftgate Side Wedges to full downward position.
3. Close Liftgate to full latch engagement. Use power to close w/ Power Liftgate system (if available), close manually on non-power lift gates (do not slam). Open Lift gate.

4. Pull center adjustment portion down one additional detent & torque screw 5.0NM. Note: If Wedge adjustment does not have enough travel for the one additional detent- Add washer GM#11562459 under the two Liftgate Side Wedge attachments to shim as required.
5. Recheck engagement with paper test procedure above, repeat step #4 until paper cannot be removed
6. Grease Liftgate Side with GM# 12345579 Dielectric Silicone Grease. (In Canada, use 10953481 Dielectric Silicone Grease)

See the picture above.

Concern 2: Latch contacting striker

Adjust Liftgate Latch Striker

1. Loosen the two (2) Liftgate Striker
2. Adjust the Liftgate Striker to the right (passenger side) in ~1.00mm increments. Keep adjustment to a minimum so as to not affect Liftgate gaps and flushness.
3. Torque Striker Bolts to specification

Note: Once complete, you MUST reset Wedges per steps 1-6 in the Liftgate Wedges Reset Procedure called-out above.

Parts Information

Part Number	Description	QTY
12345579	Dielectric Silicone Grease (U.S. Dealers)	1 (1 oz)
10953481	Dielectric Silicone Grease (Canada Dealers)	1 (29 mL)

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2080068*	Adjust Liftgate Wedges and Striker to Correct Rattle Concern	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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION