



# Service Bulletin

File in Section: -

Bulletin No.: 17-NA-411

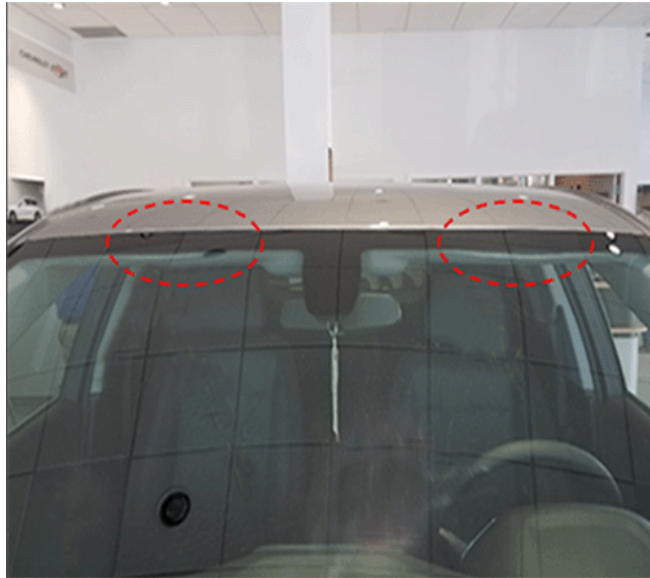
Date: January, 2018

## TECHNICAL

**Subject:** Headliner Sag at Front

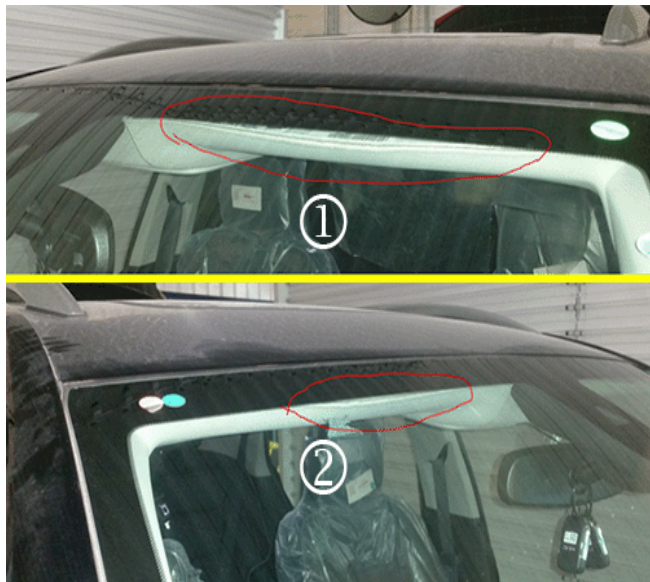
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2018	2018			All	All
GMC	Terrain	2018	2018				

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Additional Options (RPOs)</b>	
<b>Condition</b>	Some customers may comment on the headliner sagging at the front, near the windshield.
<b>Cause</b>	The cause of the condition may be a lack of material tension along the front edge of the headliner.
<b>Correction</b>	Verify the condition:



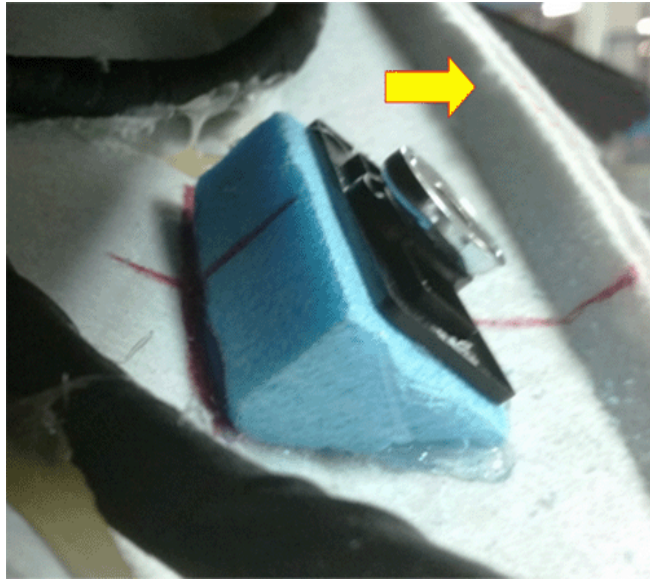
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- Standing at front of vehicle, inspect both right and left sides for appearance of the sagging condition.



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- In some cases, clearer evidence of the condition can be seen viewing from the driver (1), or passenger (2) side fenders.



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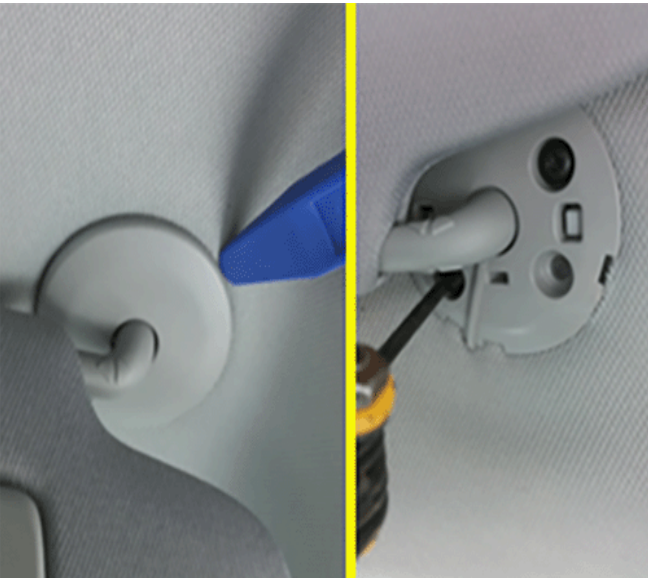
Once the condition is verified, install two magnets to the front of the headliner following the Service Procedure below.

## Service Procedure



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1. Starting on the passenger side, remove the A-pillar windshield garnish molding. Refer to *Windshield Garnish Molding Replacement* in SI.



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2. Remove the cover, fasteners and detach the passenger sunshade from the roof panel. Refer to *Sunshade Replacement* in SI.



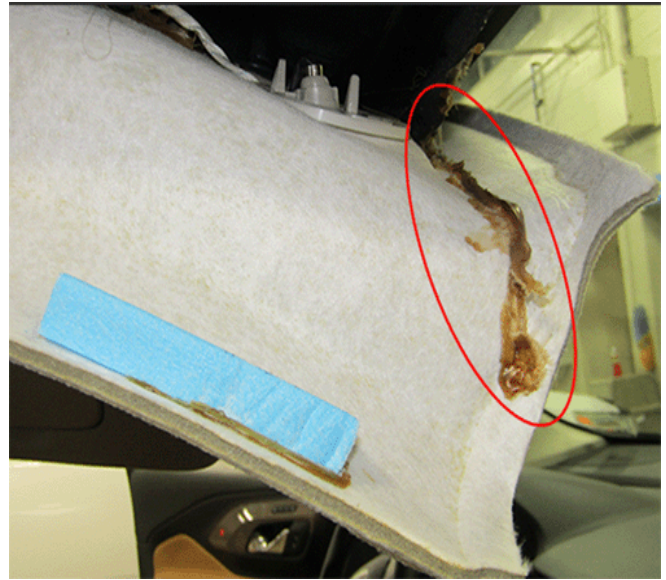
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3. Remove the passenger sunshade support. Refer to *Sunshade Support Replacement* in SI.





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4. Remove the passenger roof rail assist handle. Refer to *Roof Rail Assist Handle Replacement (Front)* in SI.

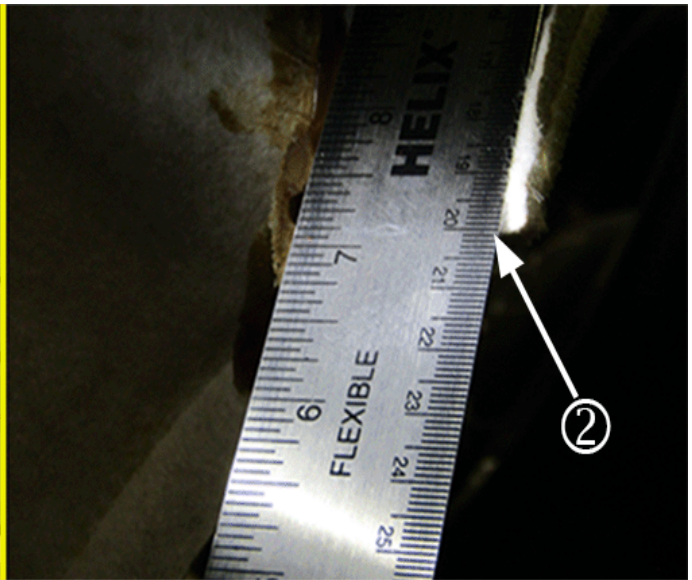
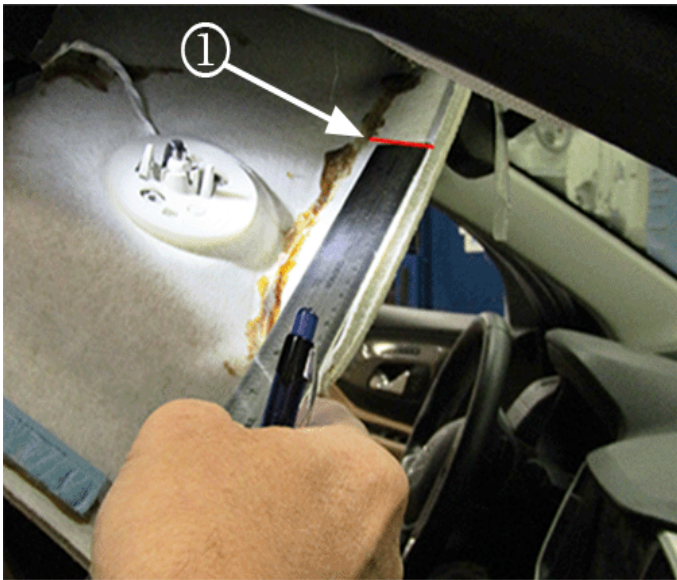


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**Important:** Use care when repositioning the headliner to minimize any folding or wrinkling that may occur.

6. Pull the front corner of the headliner down, detaching the glued coax cable, in order to move it rearward and make space to mark and locate magnet.

5. Pull the outboard edge of the headliner out from underneath the passenger side door weatherstrip, from the A to B-pillar.



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- 7. Mark a cross-car position (1) on the top side headliner substrate, 20 cm (7.87 in) (2) from the headliner edge toward the roof center console.



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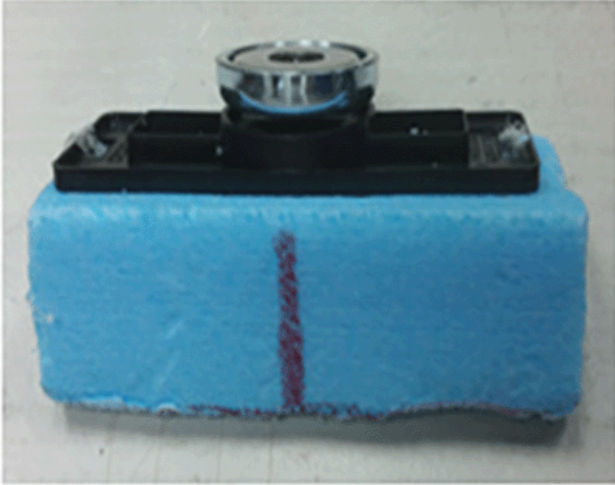
- 8. Apply hot glue to the full surface of the magnet side of one of the foam blocks from the kit.



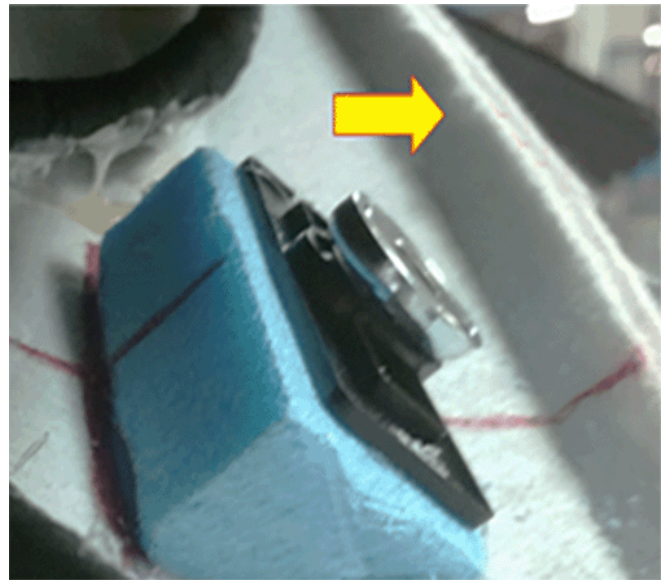
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- 9. Install a magnet to the foam, centered on the glued surface.





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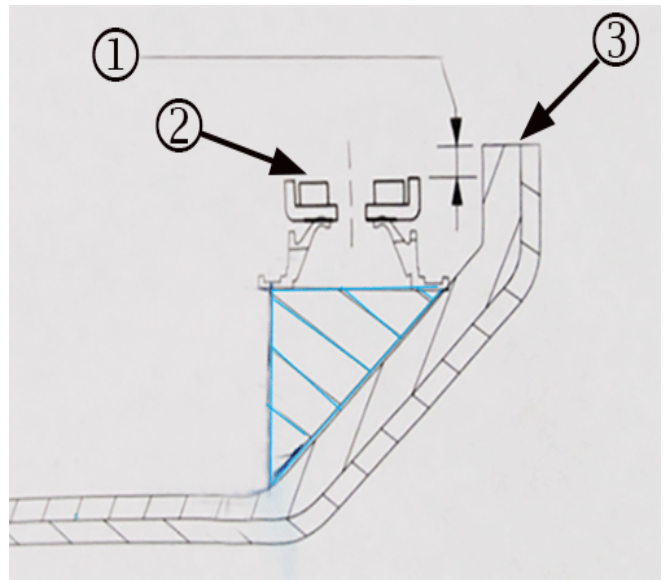
- 10. Mark the center line of the foam.
- 11. Install the foam/magnet to the headliner, following the steps below:

- 11.2. Position the foam centered on the cross-car position marked previously.



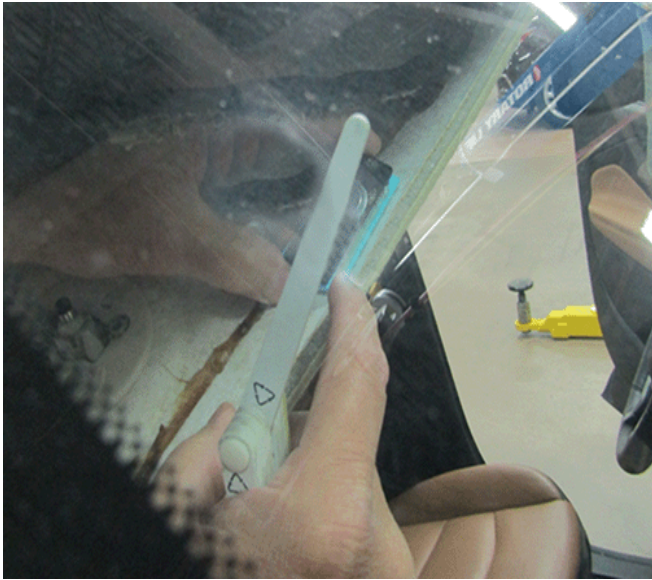
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- 11.1. Outside the vehicle, apply hot glue to the headliner side of foam block.



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**Note:** As shown in the cross-section above, the feeler gauge will create the 3.5 mm distance (1) from the top of the magnet (2) to the forward edge of the headliner (3).



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- 11.3. Using a 3.5 mm feeler gauge, attain the fore-aft position of the foam by measuring a distance of 3.5 mm from the top of the magnet to the forward edge of the headliner.



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- 11.4. Holding in this position, press the foam block to the headliner and hold for 30 seconds to allow the glue to dry.



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**Note:** This step will only be necessary on the passenger side. There is no coax cable on the driver side.

**Important:** To protect the IP from any hot glue dripping on it, place a suitable protective covering over the right side of the IP.

12. Add hot glue to headliner substrate to glue the coax cable back onto headliner.
13. Carefully push headliner upward to reposition at front of roof. Note that the new magnet will contact the roof metal before engaging/locating the sunshade attachments.



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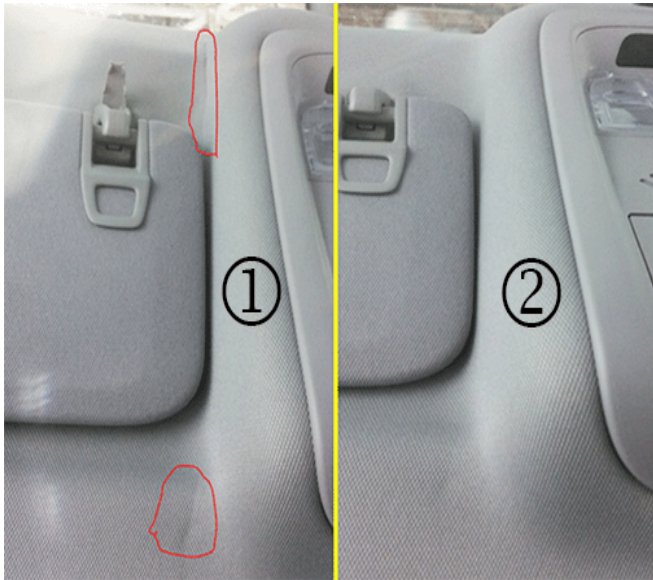
14. Reinstall the passenger roof rail assist handle. Refer to *Roof Rail Assist Handle Replacement (Front)* in SI.
15. Position the outboard edge of the headliner above passenger side door weatherstrip, from the A to B-pillar.



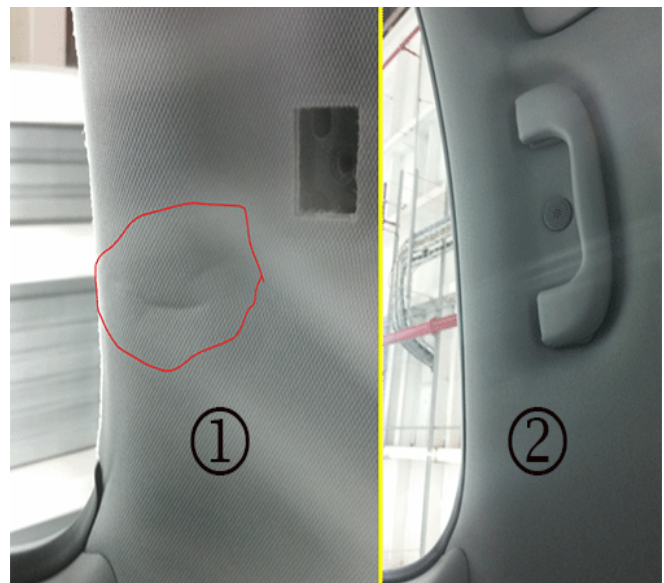
- 16. Reinstall the passenger sunshade support. Refer to *Sunshade Support Replacement* in SI.
- 17. Reinstall the passenger sunshade. Refer to *Sunshade Replacement* in SI.
- 18. Reinstall the passenger windshield garnish molding. Refer to *Windshield Garnish Molding Replacement* in SI.

**Note:** Due to the driver side not having a coax cable, step #12 will not be necessary on that side.

- 19. Repeat steps 1 – 18 on the driver side of the vehicle.



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**Note:** The graphics above show examples of minor headliner wrinkling (1) that may occur during the repair process. These wrinkles should disappear in a short time once all the trim components are reinstalled (2). In some cases manually rubbing the headliner in these areas will help speed up their disappearance.

**Parts Information**

Causal Part	Description	Part Number	Qty
N/A	RETAINER KIT-HDLNG T/PNL	84459937	1
	RETAINER (Chevrolet)	11611805	2
	Clip W/S UPR G/MLDG (GMC)	11548408	2

**Warranty Information**

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
1080528*	Add Magnets to Front of Headliner	0.8 hr

\*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

Version	1
Modified	Released January 24, 2018

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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