



# Service Bulletin

Bulletin No.: 19-NA-111

Date: May, 2019

## TECHNICAL

**Subject:** Ticking Noise from Upper B-Pillar Area

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Blazer	2019	2019			All	All

<b>Involved Region or Country</b>	North America, N.A. Export Regions
<b>Additional Options (RPOs)</b>	
<b>Condition</b>	Customers may comment of hearing a ticking noise coming from the B-pillar area. Condition can be on either on the driver or passenger side of the vehicle, but is most commonly heard on the driver side.
<b>Cause</b>	The cause of the condition may be a sheet metal surface to surface contact, between the inner panel and the sheer plate, located behind the upper trim panel on the B-pillar.
<b>Correction</b>	Verify which side, or possibly both, is affected by the condition, and repair following the steps in the Service Procedure below.

### Service Procedure



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1. Remove the center pillar upper trim panel (1) on the affected side. Refer to *Center Pillar Upper Trim Panel Replacement*, in SI.



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2. Pulling the seat belt aside, locate the 2 holes (1) in the center pillar. Note that at each hole, an inner sheet metal sheer plate is visible.



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**Note:** The intent on using the punch is to increase clearance between the inner shear plate and inner sheet metal, to avoid the rub condition.



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3. Using a hammer and punch at the first hole location, tap the inner shear plate away from the inner panel to increase clearance. Repeat at the second hole location.
4. As a pre-check, insert a trim stick into each hole, and wiggle back and forth to verify noise has been eliminated.
5. If affected, repeat steps # 1–4 on the opposite side.
6. Before reinstalling the trim panel(s), road test the vehicle to ensure the ticking condition is eliminated.



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7. Reinstall the center pillar upper trim panel(s), once repair has been confirmed. Refer to *Center Pillar Upper Trim Panel Replacement*, in SI.

**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
1481208*	R & R Center Pillar Upper Trim Panel, Increase Sheet Metal Clearance	0.5 hr
Add	Repeat Repair on Opposite Side	0.3 hr

\*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	Released May 17, 2019.

