



# Service Bulletin

Bulletin No.: 19-NA-094

Date: June, 2019

## TECHNICAL

**Subject:** Ticking Type Noise Heard from the Driver and/or Passenger Side Center Pillar Upper Trim Panel Structure On Bumpy Roads

**This Bulletin replaces PIT5632A. Please discard PIT5632A.**

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado (Crew Cab)	2018	2019				
GMC	Canyon (Crew Cab)						

<b>Involved Region or Country</b>	North America and NA Export vehicles
<b>Condition</b>	Some customers may comment on a ticking type noise heard coming from the driver and/or passenger side center pillar upper trim panel structure, on bumpy roads. Though it can occur on either side of the vehicle, the noise is most commonly noted on the driver side.
<b>Cause</b>	This condition may be caused when the adhesive bead is out of place contacting the center pillar upper trim panel structure outer reinforcement.
<b>Correction</b>	Install two small screws into the center pillar upper trim panel structure on the affected sides to eliminate the ticking type noise following the procedure listed below.

## Service Procedure

1. Remove the center upper trim panel. Refer to *Center Pillar Upper Panel Replacement* in SI.



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2. Tape up the edge of the headliner using masking tape to protect against damage from the drill, as shown in the graphic above.



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3. **For Driver's side:** From the left side upper corner of the clip square hole, measure left 24 mm (0.94 in) (1) and up 7 mm (0.27 in) (2) and with a paint pen mark both locations, as shown in the graphics above.

**For Passenger's side:** From the left side upper corner of the clip square hole, measure left 42 mm (1.65 in) and up 9 mm (0.35 in) and with a paint pen mark both locations



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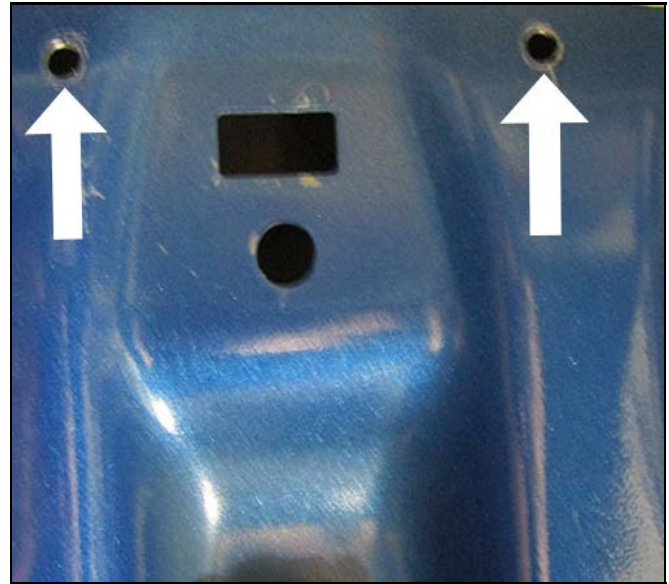
4. **For Drivers's side:** From the right side upper corner of the clip square hole, measure right 42 mm (1.65 in) (3) and up 9 mm (0.35 in) (4) and with a paint pen mark both locations, as shown in the graphics above.

**For Passenger side:** From the right side upper corner of the clip square hole, measure right 24 mm (0.94 in) and up 7 mm (0.27 in) and with a paint pen mark both locations.



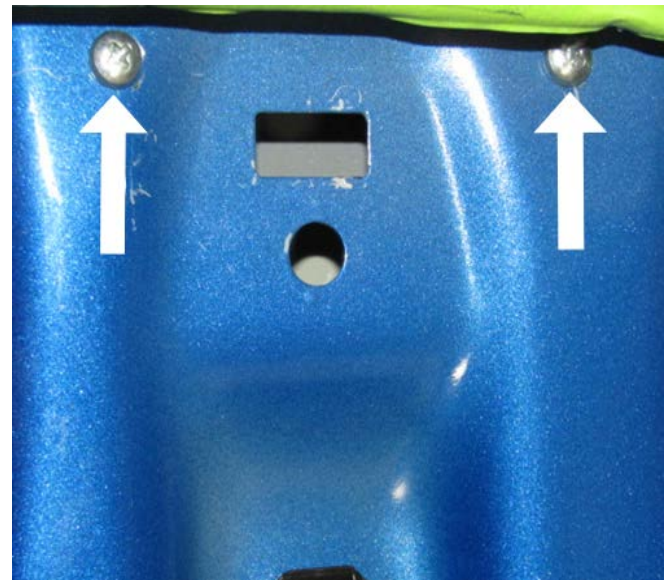
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**Important:** BEFORE drilling, tape the 11/64 drill bit, as shown in the graphic above, so only 30 mm (1.18 in) of the bit is exposed to avoid drilling through additional layers.



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5. Drill two pilot holes through two layers of the metal using a 11/64 drill bit, as shown in the graphic above.



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6. Expand the holes using a 7/32" drill bit (5.56 mm) to clearance size in the first layer of metal ONLY.  
7. Install the screws (M5) into the sheet metal.

### Tighten

Tighten the screws to 4.5 N.m (40 lb. in)

## Parts Information

Causal Part	Description	Part Number	Qty
N/A*	BOLT / SCREW	11610744	2

\*For warranty transactions, **DO NOT** mark this/these parts as the Causal Part. Enter the word "Bulletin" in the Causal Part Description free-flow text field

## 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
1086038*	Installing Screws Into Center Pillar Upper Panels	0.8 hrs.
Add	Install Screws Opposite Side	0.6 hrs.
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	2
<b>Modified</b>	Released May 09, 2019 Revised May 29, 2019 – Revising to update step 4 and add additional keywords.

Additional Keywords: rattle, rattling, squeak, squeaky, squeaking, tick, ticking

