



Service Bulletin


Bulletin No.: 19-NA-013

Date: July, 2019

TECHNICAL

Subject: Ticking or Popping Noise at Roof Rail Assist Handle(s)

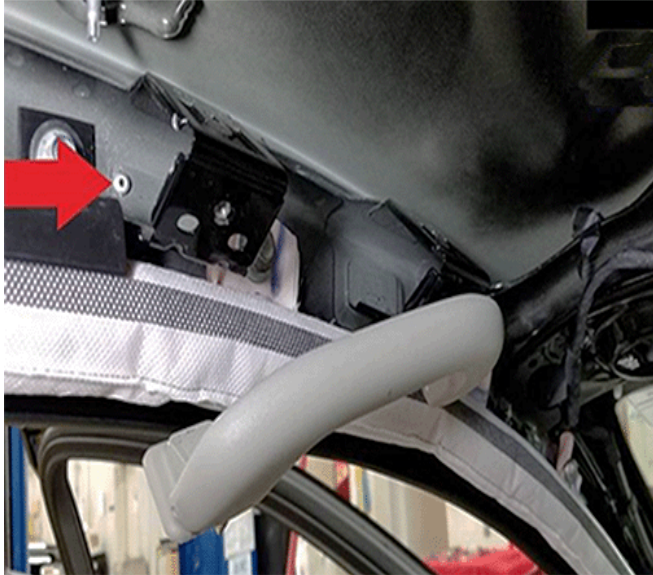
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2018	2019			All	All
GMC	Terrain						
Holden	Equinox						

Involved Region or Country	North America, Korea, Australia, New Zealand, Middle East, Israel, South America, Thailand, Egypt and Africa
Additional Options (RPOs)	
Condition	 <p style="text-align: right; font-size: small;">5222300</p> <p>Customer may comment on hearing a ticking or popping noise at the area of the roof rail assist handle(s). The noise is usually most noticeable on the driver's side.</p>
Cause	The cause of the condition may be movement between the assist handle mounting bracket and the inner roof rail structure.
Correction	Verify the condition and location(s), then lower the headliner and install a rivet into the assist handle mounting bracket and inner roof rail, at the affected area(s). Follow the steps in the Service Procedure below.

Service Procedure

Note: It is only necessary to lower the headliner. Only do those steps in headliner replacement that will lower the headliner enough to access the affected handle mounting bracket area(s)

1. Lower the headliner. Refer to *Headlining Trim Panel Replacement*, in SI.



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Caution: Enlist the use of a drill stop to prevent damage to the outer roof surface.

2. Using a 1/8 inch (3.175 mm) drill bit, drill a hole (location shown by arrow in the graphic above) at all the affected assist handle bracket locations. Left, front location is shown above, right side would be similar.
3. Obtained locally, install a common 1/8 inch (3.175 mm), dome head rivet, or equivalent, at the drill location(s).
4. Verify condition has been corrected, then reinstall the headliner. Refer to *Headlining 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
1481158*	Install Rivet in Roof Rail Assist Handle Bracket	Without C3U — 2.2 hr With C3U — 2.4 hr
Add	Install Rivet Each Additional Bracket Location (maximum of 3)	0.2 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	Released January 29, 2019 Revised June 26, 2019 – Added 2019 Model Year

