Service Bulletin

Bulletin No.: 18-NA-293
Date: October, 2019

TECHNICAL

Subject: **Drawn Out Creak Noise Heard from Upper Door and/or Window Area**

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Traverse	2018	2020	-	-	-	-

Involved Region or Country	North America, Russia, Middle East, Israel, Chile, Columbia, Peru, South Korea and Africa.
Condition	Some customers may comment on a low frequency, drawn out creak noise in the upper door and/or header area on multiple doors. This noise is usually initiated by inputs such as driving over cracks at low speeds, turning, or accelerating.
Cause	This condition may be caused by the interface between the doors' weather seal and the body roof rail.
Correction	Apply strips of KT13512 Anti-Squeak Film Tape or equivalent UHMW Polyetylene anti-squeak tape to both sides of the vehicles roof rail following the procedure below.

Service Procedure

Use the following steps to apply strips of KT13512 Anti-Squeak Film Tape (or equivalent) to the roof rail.

1. Using Acrysol P20005 or equivalent, clean the surface of the roof rail.
2. Cut two strips of anti-squeak film tape measuring 1219 mm (48 in) (front door) and two strips of anti-squeak film tape measuring 1092 mm (43 in) (rear door).

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4. Peel the backing off the anti-squeak film tape and apply the tape strips to the front roof rail, as shown in the illustrations above.

Note: The anti-squeak tape needs to be applied as close to outer edge of the door ring as possible. Ensure that the tape DOES NOT protrude onto the outer show surface of the door ring.

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6. Peel the backing off of the anti-squeak film tape and apply it to the rear roof rail, as shown in the illustrations above.

Note: The anti-squeak tape needs to be applied as close to outer edge of the door ring as possible. Ensure that the tape DOES NOT protrude onto the outer show surface of the door ring.

Parts Information

Contact Kent Automotive at 1-888-YES-KENT or online at www.kent-automotive.com.

Causal Part	Description	Part Number	Qty	Material Allowance
N/A*	Kent Automotive Anti - Squeak Film Tape Polyetylene	KT13512	1	$25.11 USD (in Canada, $36.74 CAD)

*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
2081038*	Installing Squeak Film Tape Polyetylene On Roof Rail	0.6 hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	3
Modified	Released October 01, 2018 Revised October 25, 2018 – Added 2019 Model Year. Revised October 18, 2019 – Added 2020 Model Year and Revised Bulletin.

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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