



Service Bulletin


Bulletin No.: 18-NA-189

Date: December, 2019

TECHNICAL

Subject: Rattle/Noise in Headliner, Rear of Front Sunroof Window

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Acadia	2018	2020	SOP	October 31, 2019	All	All
Holden	Acadia	2019	2019	SOP	October 31, 2019		

Involved Region or Country	North America, Middle East, Australia, New Zealand
Additional Options (RPOs)	Equipped with ROOF-SUN, GLASS, SLIDING, ELEC, TRANSPARENT GLASS FIXED (C3U)
Condition	 <p style="text-align: right; font-size: small;">5087144</p> <p>Customer may comment on hearing a Rattle/Noise in headliner, behind the front sunroof window.</p>
Cause	The cause of the condition may be that the sunroof opening trim ring is not securely glued to headliner.
Correction	<p>Note: The condition can commonly be verified by pushing upward on the headliner in the area shown circled in the previous graphic.</p> <p>Verify the condition, then using hot glue, secure the 2 large rear tabs of the front sunroof opening trim ring to the headliner. Follow the steps in the Service Procedure below.</p>

Service Procedure



5087146

1. Lower the front portion of the headliner. Only do those steps in headliner replacement that will lower the headliner enough to gain access to the 2 large rear tabs of the front sunroof opening trim ring. Refer to *Headlining Trim Panel Replacement (With C3U)*, in SI.



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Note: In the graphic example above, the 2 tabs are void of any intended adhesive material.

2. Carefully pull down the headliner enough to inspect the 2 trim ring tabs.



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3. Apply hot glue to the complete 3 side perimeter of the both tabs. Allow the glue to dry per manufacturer's recommendation.



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4. Reposition the headliner and install removed trim. Refer to *Headlining Trim Panel Replacement (With C3U)*, in SI.
5. Verify the condition has been eliminated.

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
1081938*	Re-secure Sunroof Opening Trim Ring Tabs to Headliner	1.0 hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	4
Modified	Released June 06, 2018 Revised August 21, 2018 – Added VIN and Date Breakpoints, Removed 2017 Acadia (VIN N) and 2019 Holden Acadia Models. Revised November 07, 2019 – Added Holden Acadia Model and 2020 Model Year, Removed Breakpoints. Revised December 10, 2019 – Updated with New Breakpoints.

