



# Service Bulletin

Bulletin No.: 19-NA-098

Date: February, 2020

## TECHNICAL

**Subject: Knock in Front End Over Bumps or Turning Corners at Slow Speed**

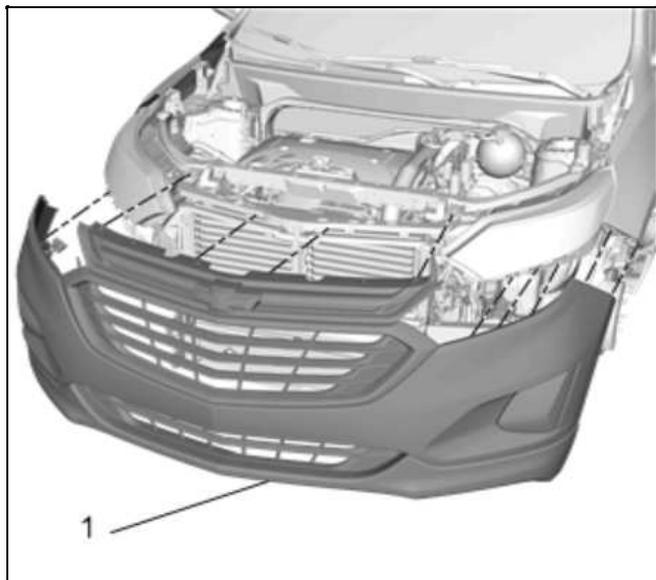
This Bulletin Replace PIT5678A. Please Discard PIT5678A.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2018	2020				
Holden	Equinox						
GMC	Terrain						

<b>Involved Region or Country</b>	North America, Middle East, Israel, Argentina, Brazil, Chile, Columbia, Ecuador, Paraguay, Uruguay, South Korea, China, Thailand, Australia, New Zealand, Egypt and Africa.
<b>Condition</b>	Some customers may comment that a knocking noise can be heard from the front end of their car while driving over speed bumps or turning corners at low speed.
<b>Cause</b>	This condition may be caused by a clearance issue between the radiator housing and the radiator support sleeve. ⇒ Low speed movement may causes a twist load into the chassis.
<b>Correction</b>	 <p style="text-align: right; font-size: small;">5326741</p> <p>If the noise has been validated to be coming from the radiator mounts, installation of BSR tape can be applied to the sleeve.</p>

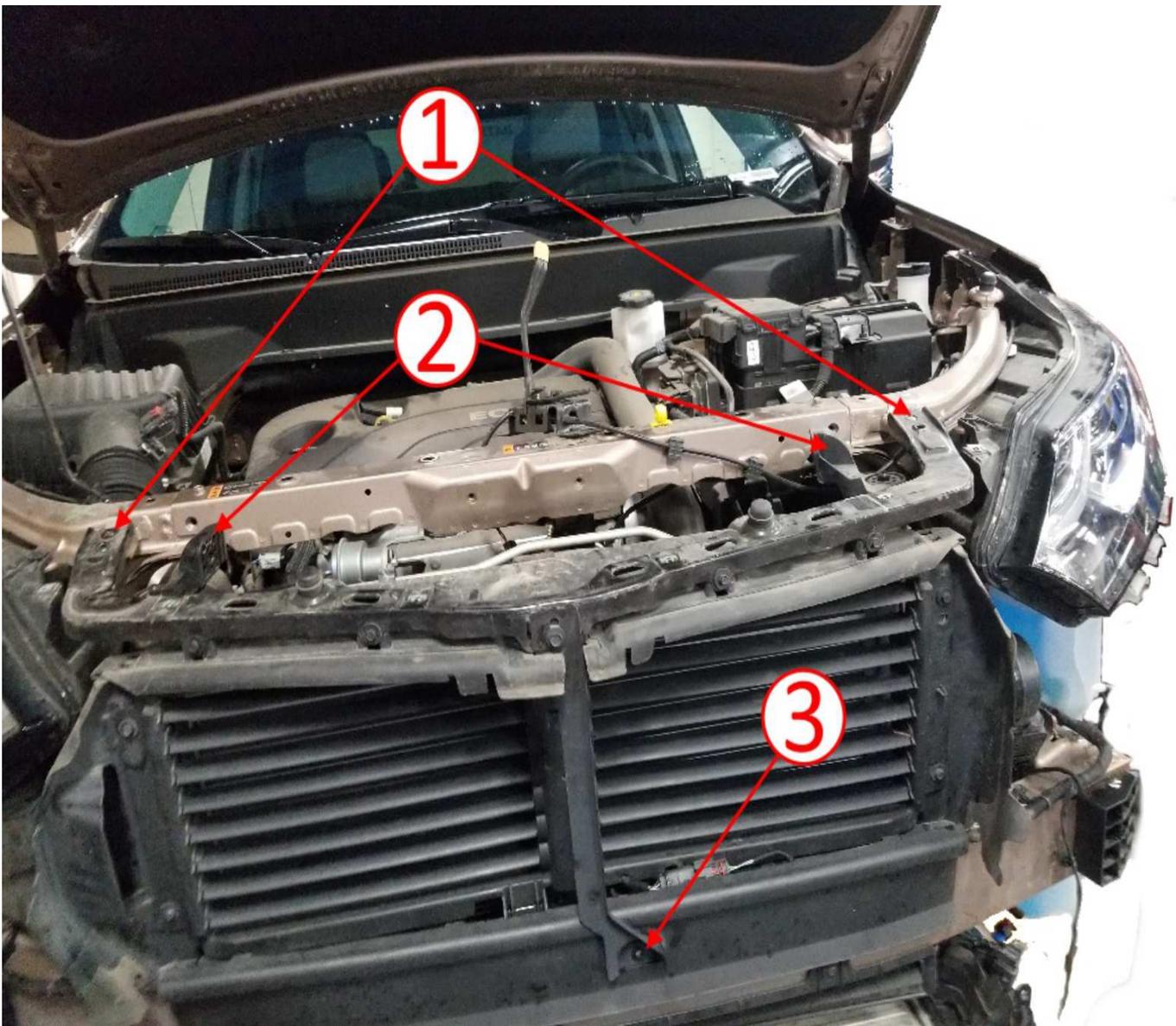
### Service Procedure

**Note:** This bulletin provides some steps that require partial removal of component assemblies.



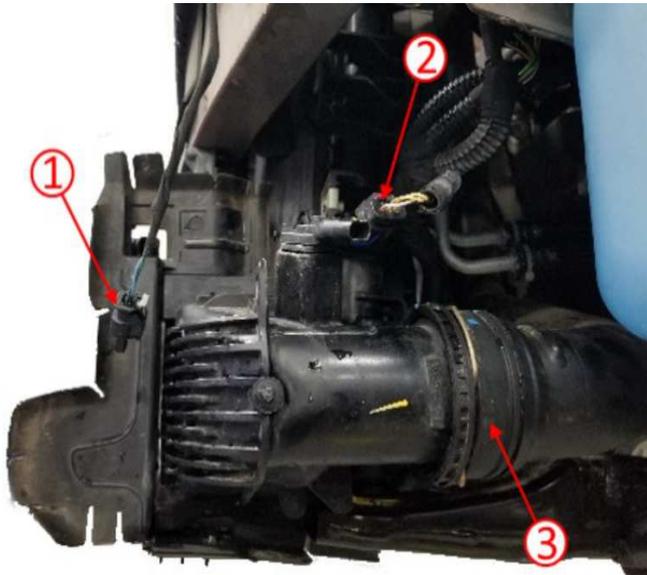
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1. Remove the front fascia (1). Refer to *Front Bumper Fascia Replacement* in SI.



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2. Remove the bolts that secure the hood latch to the core support and position aside. Refer to *Hood Primary and Secondary Latch Replacement* in SI.
3. Remove the two upper fascia support brace bolts (1). Refer to *Front Bumper Fascia Center Support Replacement* in SI.
4. Remove the bolts that secure the radiator brackets (2) to the upper core support. Refer to *Radiator Upper Bracket Replacement - Left and Right Side* in SI.
5. Remove the lower center brace bolt (3). Refer to *Front Bumper Fascia Support Brace Replacement* in SI.
6. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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7. Disconnect the Ambient Air Temperature Sensor electrical connector (1).
8. Disconnect the Intake Air (Boost) Pressure and Temperature Sensor electrical connector (2).
9. Remove the fasteners that secure the Radiator Air Lower Baffle to the radiator support. Refer to *Radiator Air Lower Baffle Replacement* in SI.
10. Separate the Charge Air Cooler Outlet Air Tube (3) from the Charge Air Cooler (CAC). Refer to *Charge Air Cooler Outlet Air Tube Replacement* in SI.
11. Remove the two bolts that secure the CAC to the radiator. Refer to *Charge Air Cooler Replacement* in SI.
12. Using care, separate the CAC from the lower mounts and position aside.
13. Raise the radiator enough to remove the radiator sleeves.



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14. Apply the BSR tape or equivalent, to the sleeve ensuring the edges are covered.  
⇒ Using care, cut an estimated 1 inch x 1 inch piece of tape.



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15. Applying pressure, install the sleeves onto the radiator.
16. Install the CAC. Refer to *Charge Air Cooler Replacement* in SI.
17. Connect the Air Temperature and pressure sensor electrical connector.
18. Install the Radiator Air Lower Baffle fasteners to the radiator support. Refer to *Radiator Air Lower Baffle Replacement* in SI.
19. Lower the vehicle.
20. Install the upper radiator brackets. Refer to *Radiator Upper Bracket Replacement - Left and Right Side* in SI.
21. Install the outer bolts at the fascia support. Refer to *Front Bumper Fascia Center Support Replacement* in SI.
22. Install the lower center support brace bolt. Refer to *Front Bumper Fascia Support Brace Replacement* in SI.
23. Install the hood latch. Refer to *Hood Primary and Secondary Latch Replacement* in SI.
24. Install the fascia. Refer to *Front Bumper Fascia Replacement* in SI.

## Parts Information

Causal Part	Description	Part Number	Qty
N/A	Tape, BSR Flocking	92145740 (Holden)	2 Pieces
		KT13487 (N.A.)*	
<p>*The flocked anti-squeak tape may be ordered directly from Kent Industries by calling 1-888-YES-KENT. Additional information on this product may be found on their website at <a href="http://www.kent-automotive.com">www.kent-automotive.com</a>. Each 8" x 10" sheet of material is sufficient to repair approximately 40 vehicles.</p>			

## 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
4086958*	Add BSR Tape to Radiator Sleeves	2.4 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	Released May 09, 2019 Revised January 30, 2020 - Add 2020 to Model Year.

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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