



Service Bulletin

Bulletin No.: 17-NA-106

Date: February, 2020

TECHNICAL

Subject: Interior Cabin Boom, Vibration and/or Rumbling/Droning Noise Heard While Driving Low Speeds in High Gear

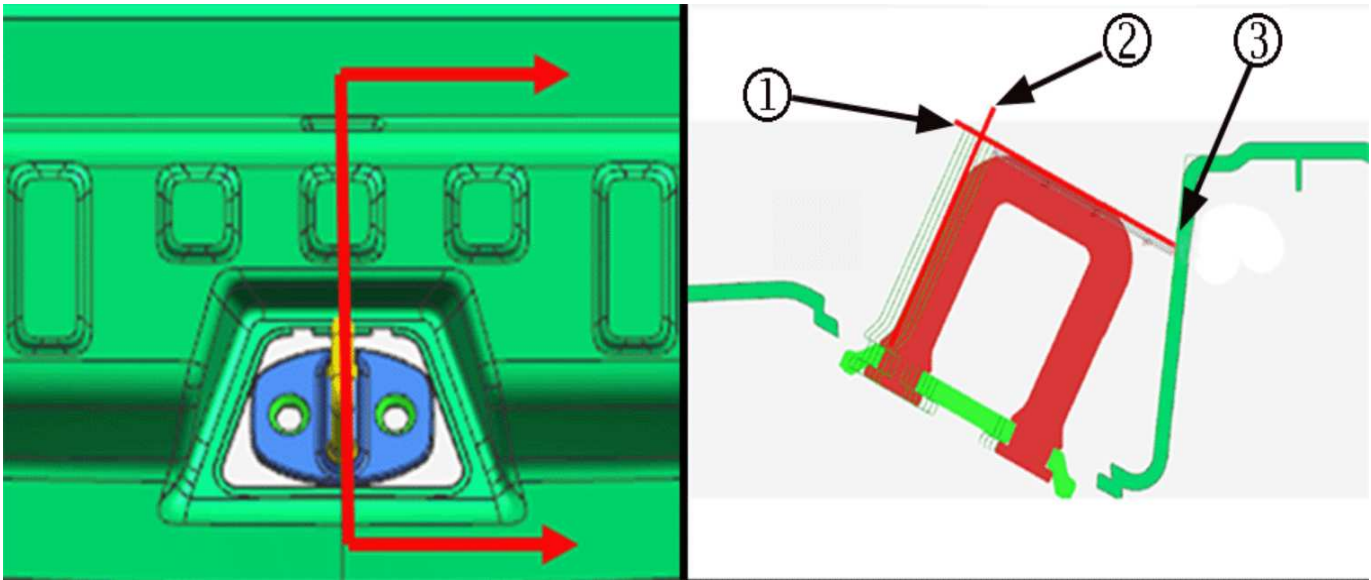
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2018	2020			All	All
GMC	Terrain						
Holden	Equinox						

Involved Region or Country	North America, Middle East, Israel, Argentina, Brazil, Chile, Paraguay, Uruguay, Columbia, Ecuador, South Korea, China, Thailand, Australia, New Zealand, Egypt and Africa.
Condition	Some customers may comment on hearing a cabin boom, low frequency vibration and/or a rumbling/droning noise when driving at low speeds with the transmission in high gear. This condition is often more noticeable in lower temperatures.
Cause	When traveling between 1100 and 1300 RPM (low speed / high gear), the high powertrain firing frequency may transfer energy to the body panels through the body structure. The excited panels may radiate sound to the passenger compartment producing cabin boom. This acoustic resonance may then be perceived as a low frequency rumbling/droning noise that may cause some hearing discomfort.
Correction	Road test the vehicle to verify condition, then adjust the liftgate striker and adjustable bumpers following the Service Procedure below.

Service Procedure

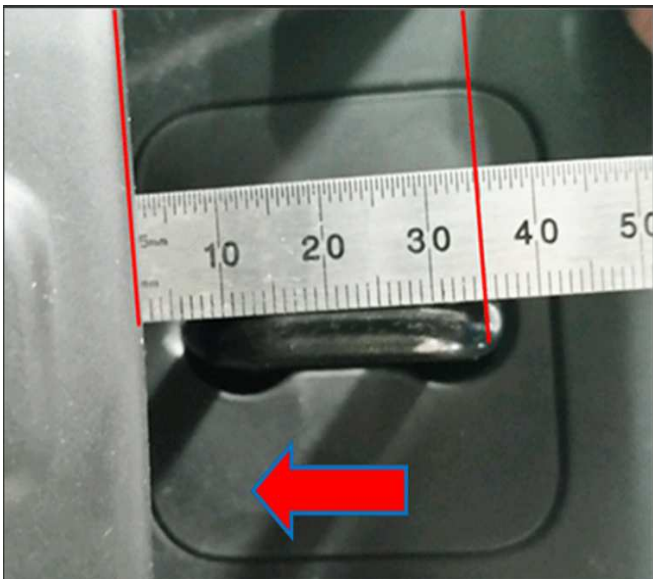
Important: Cabin boom will always be present, however an improper setting of the liftgate striker and/or adjustable bumpers may intensify the noise. The procedure in this bulletin is intended to minimize the effect the liftgate has on the noise being heard.

1. Verify the condition by road testing the vehicle:
 - 1.1. Increase the vehicle speed above 38 mph (61 km/h), then allow the vehicle to shift into a high gear to bring engine speed below 1500 rpm.
 - 1.2. Slow the vehicle down to the minimum speed that holds high gear (typically 35-36 mph (56-57 km/h) for FWD, 32-33 mph (51-53 km/h) for AWD, and evaluate boom noise during steady speed driving.
 - 1.3. Then lightly apply throttle to slowly accelerate and evaluate boom noise under engine load.
2. Once the condition is verified, open the liftgate.



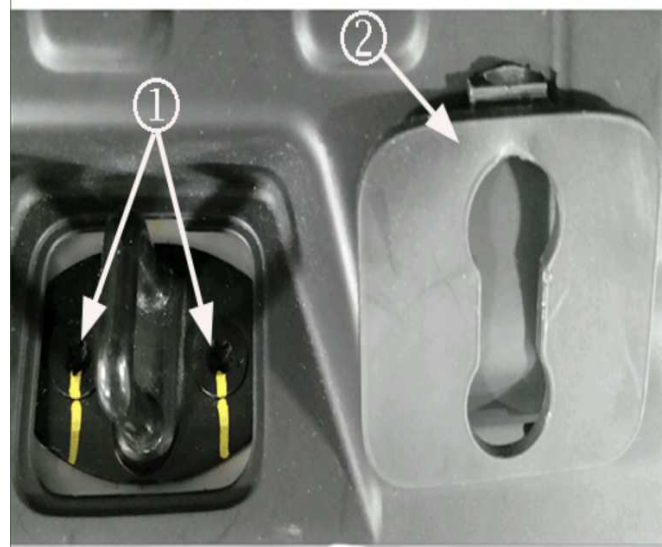
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3. Lay a scale/ruler (1) on top of the liftgate striker and measure the striker position from the rear most edge (2), to the trim panel (3).



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- If the striker position measures different than 38 mm (1.50 in), as shown in the graphic example above, continue to the striker adjustment in step # 4.
- If the striker position measurement is 38 mm (1.50 in), the positioning is correct. Jump ahead to the liftgate bumper adjustment in step # 7.



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4. Remove the striker trim cover (2) and loosen the striker bolts (1).
5. Reposition the striker to the proper 38 mm (1.50 in) distance and re-torque the bolts to 22 N•m (16 lb ft).
6. Reinstall the trim cover.



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7. Locate the upper liftgate bumpers (1), one on each side.



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8. Adjust both upper liftgate bumpers to 3 mm (0.118 in) (1).
9. Verify cabin boom is minimized by repeating the road test described in step # 1 above.
10. If the condition is not improved, open the liftgate and adjust both bumper gaps smaller, by turning the bumper inward by 1/2 turn.

Parts Information

No parts are required for this repair.

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
2080808*	Road Test, Adjust Liftgate Striker and Bumpers	0.6 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	3
Modified	Released April 10, 2017 Revised July 26, 2018 – Added Model Year 2019 and GMC Terrain Model Years 2018 and 2019. Revised February 20, 2020 – Added Holden Model and 2020 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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