



Service Bulletin

Bulletin No.: 20-NA-052

Date: March, 2020

TECHNICAL

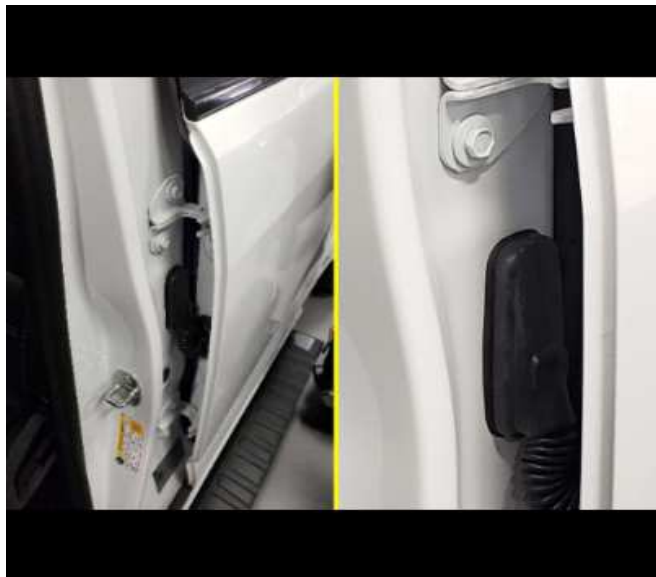
Subject: Ticking Type Noise Heard from the Driver and/or Passenger Side Center Pillar Upper Trim Panel Structure, On Bumpy Roads

This Bulletin Replaces 19-NA-094.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado	2018	2020			All	All
GMC	Canyon						

Involved Region or Country	North America, Thailand, Peru, Guatemala, Korea
Additional Options (RPOs)	
Condition	Some customers may comment on a ticking type noise heard coming from the center pillar upper trim panel structure, on bumpy roads. Though it can occur on either side of the vehicle, the noise is most commonly noted on the driver side.
Cause	The cause of the condition may be a flexing between the outer panel and the upper hinge inner reinforcement plate.
Correction	Following the steps in the Service Procedure below, create a slight clearance between the two sheet metal panels.

Service Procedure



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1. Open the front door on the affected side, to be able to access the door electrical harness connector.



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2. Remove the rubber weather boot (1) from the electrical harness connector.
3. Unlock and disconnect the connector (2).



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4. Unclip inner connector sleeve by pushing in on tabs and gently push into pillar.



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Note: The trim stick will need to be inserted approximately. 28 mm (1.1 in).

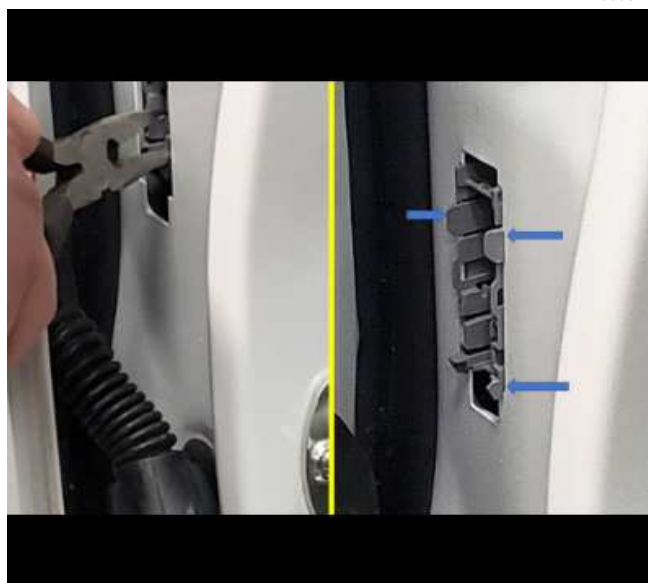
5. Using a slim trim stick, insert the trim stick into the top of the opening and slide it upward between the outer sheet metal and the inner hinge bracket.



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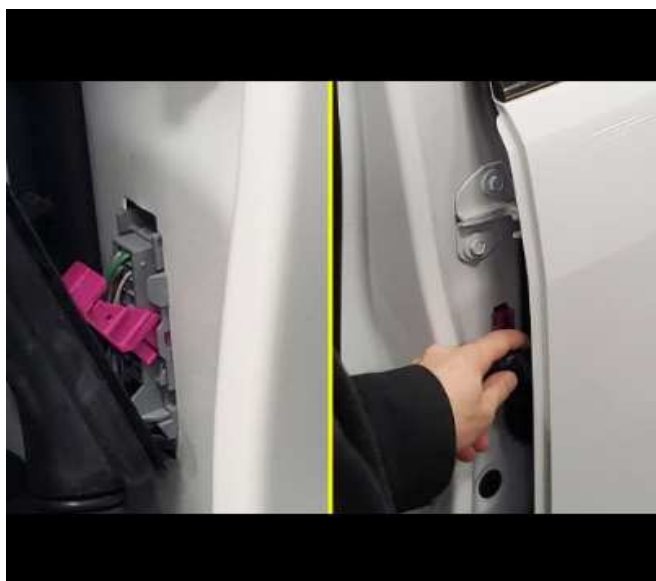
Note: Only a slight flare to the outer sheet metal is needed to achieve the necessary clearance.

6. With trim stick inserted, pull out on the bottom of the stick, as shown in the graphic above. Remove the trim stick.



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7. Using needle nose pliers, or a suitable tool, carefully grab the connector sleeve inside the pillar, and align the lower tabs and lock the uppers in by pulling outward.



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8. Reinstall the door harness connector and lock into place.
9. Reinstall the rubber weather boot.

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
1481288*	Upper Door Hinge Support Adjustment	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released March 05, 2020

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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