



Service Bulletin

Bulletin No.: 19-NA-111

Date: September, 2020

TECHNICAL

Subject: Ticking/Rattle Noise from B-Pillar Area

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Blazer	2019	2020	See below	See below	All	All

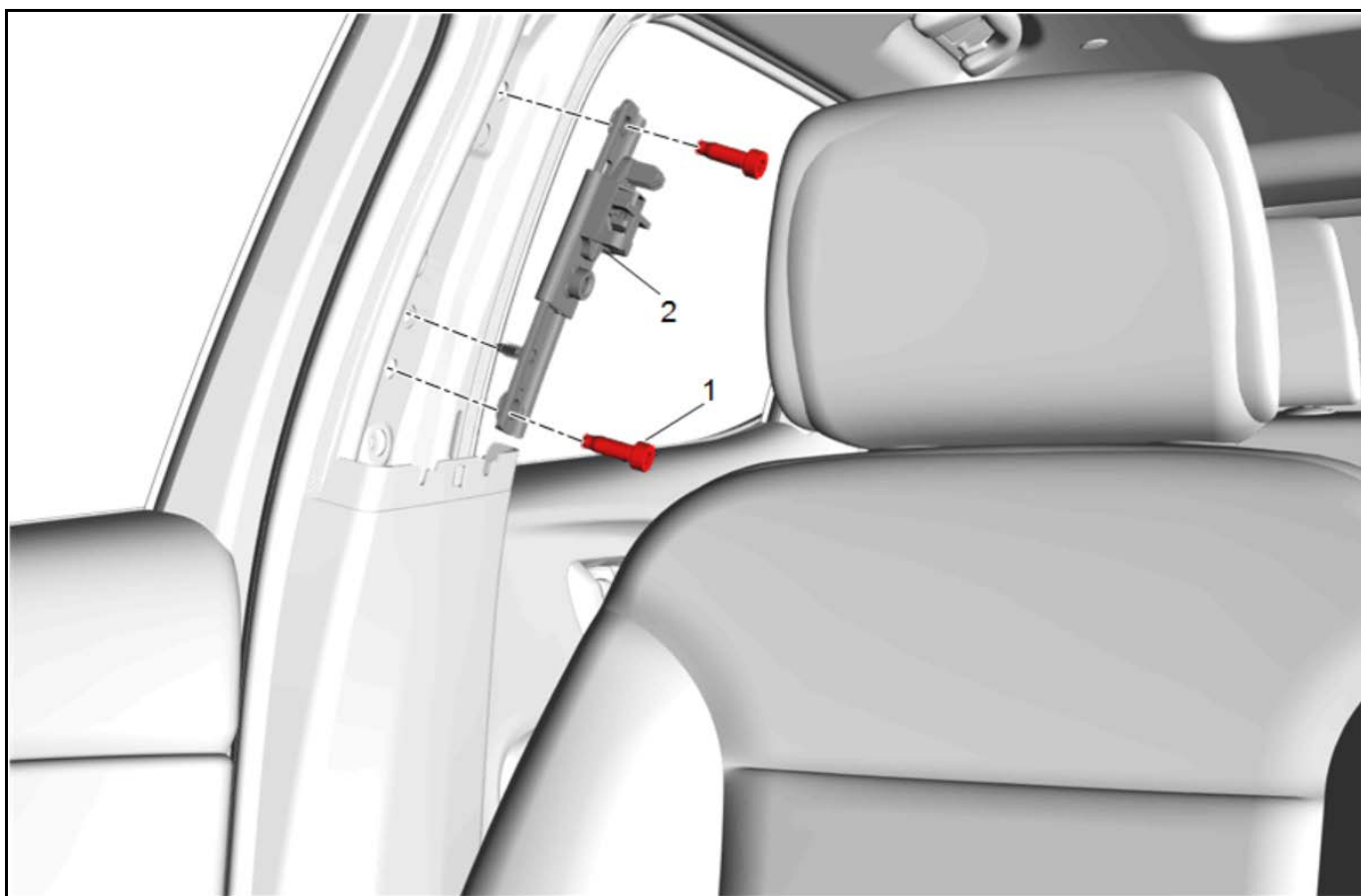
Involved Region or Country	North America, Middle East, Israel, South America and China.
Condition	Some customers may comment on hearing a ticking or rattle noise coming from the B-pillar area. – Condition can be on either the driver or passenger side of the vehicle but is most commonly heard on the driver side.
Cause 1	Note: This repair for Cause and Correction #1 is ONLY for vehicles from SOP 2019 and built Prior to Date Breakpoint, July 22, 2019. Later built vehicles with the condition should be repaired by Cause and Correction #2 This condition may be caused by sheet metal surface to surface contact, between the inner panel and the sheer plate, located behind the upper trim panel on the B-pillar.
Cause 2	Note: This repair for Cause and Correction #2 is ONLY for vehicles built On or After Date Breakpoint, July 22, 2019, and up to current production. This condition may be caused by the fasteners on any of the four side door lock strikers NOT being torqued to proper specification.
Correction 1	Verify which side, or possibly both, is affected by the condition, and repair following the steps in Service Procedure (Cause 1) below.
Correction 2	Verify the condition, and repair following the steps in Service Procedure (Cause 2) below.

Service Procedure (Cause 1)



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1. Remove the center pillar upper trim panel (1) on the affected side. Refer to in SI. *Center Pillar Upper Trim Panel Replacement*, in SI.



2. Remove the Front Seat Belt Guide Adjuster (2). Refer to *Front Seat Belt Guide Adjuster Replacement*, in SI.

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3. Locate the 2 holes in the center pillar. Note that at each hole, an inner sheet metal shear plate is visible.



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Note: The intent on using the punch is to increase clearance between the inner shear plate and inner sheet metal, to avoid the rub condition.

4. Using an air hammer with a blunt punch, tap the inner shear plate away from the outer panel to increase clearance. Repeat at the second hole location.



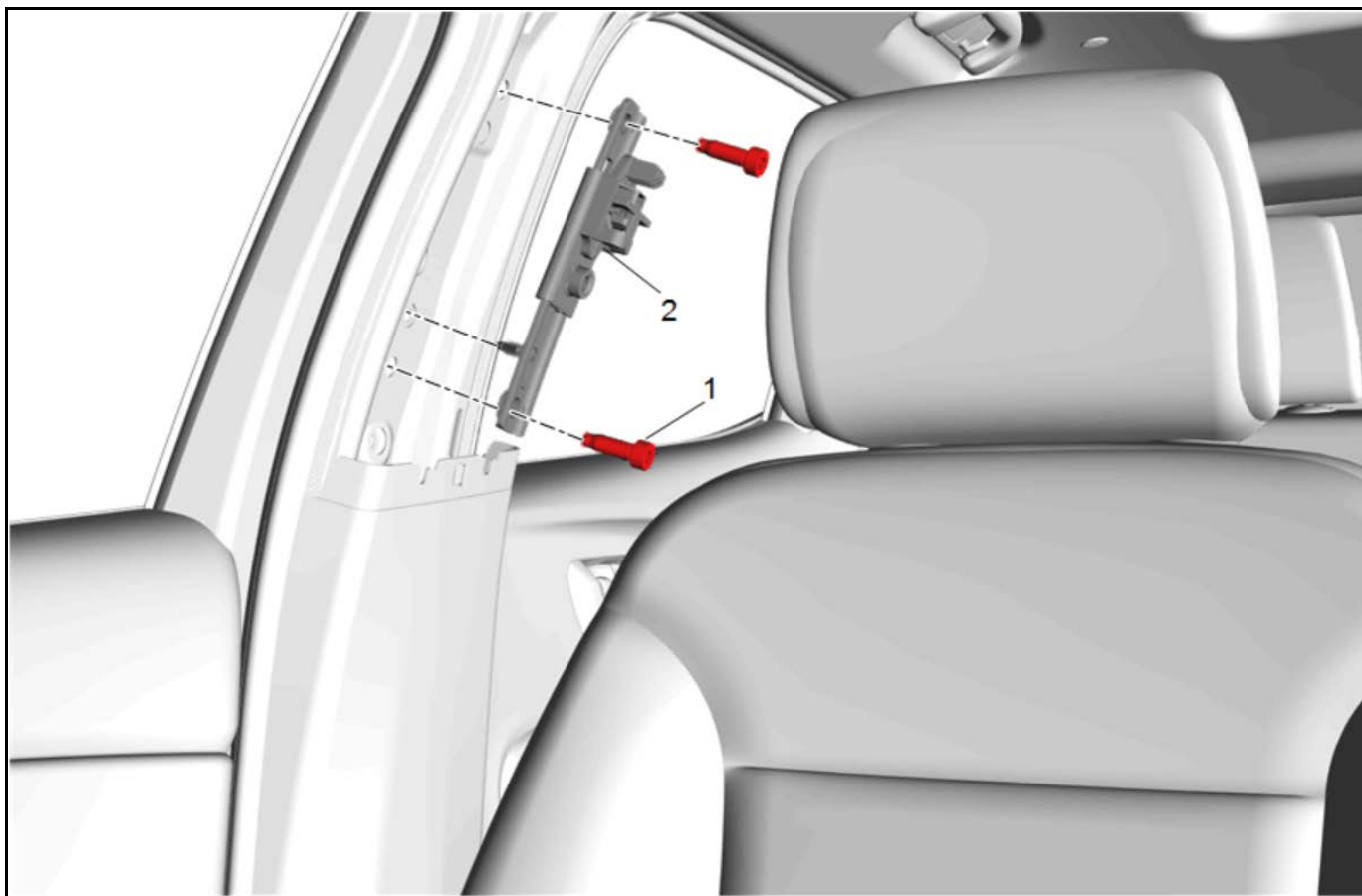
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5. Apply liberal amounts of Lord Fusor® structural adhesive or equivalent, between the shear plate and outer panel at two locations.



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6. Using a trim stick or equivalent, force the adhesive between the plate and panel.
 - ⇒ Allow 24 hours @ 70°F (21°C)/ 2 hours @ 140°F (60°C) for the adhesive to cure.
7. If affected, repeat steps 1–6 on the opposite side.



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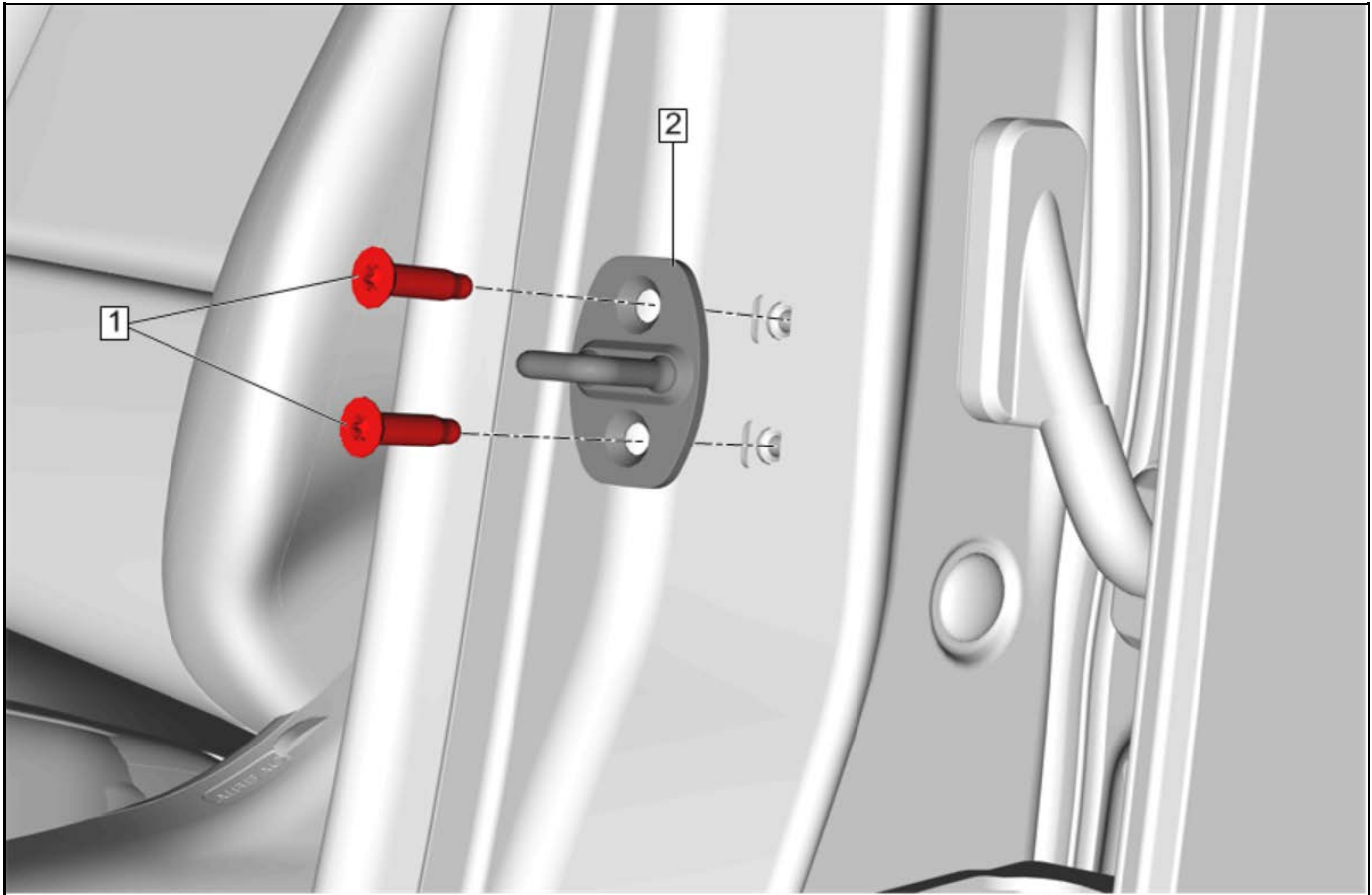
8. Install the Front Seat Belt Guide Adjuster. Refer to Front Seat Belt Guide Adjuster Replacement in SI.



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9. Install the center pillar upper trim panel(s), once repair has been confirmed. Refer to Center Pillar Upper Trim Panel Replacement, in SI.

Service Procedure (Cause 2)



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1. Verify proper torque specification on the fasteners of ALL FOUR side door lock strikers.

Tighten

Tighten the screws to 22 N•m(16 lb ft).

2. Test Drive the vehicle.
- If the noise elimination is confirmed, return the vehicle to the customer.
 - If the noise is still evident, further investigation/ root cause is required. Please contact Technical Assistance Center (TAC) for further direction.

Parts Information

For additional information on Lord Fusor® 2098, contact www.lord.com or call 1 877 ASK LORD.

Causal Part	Description	Part Number	Material Allowance
N/A	Lord Fusor® Crash Durable Structural Adhesive (Slow)	2098	\$7.00 U.S. \$10.00 Canada
*There is enough material to service multiple vehicles. Store the remaining material for future use.			

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
1481208*	R & R Center Pillar Upper Trim Panel, Increase Sheet Metal Clearance and Add Adhesive (Cause 1)	0.8 hr
Add	Repeat Repair on Opposite Side	0.6 hr
2086048*	Verify Proper Torque Specification on All Four Side Door Lock Strikers (Incl. Test Drive) (Cause 2)	0.4 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	5
Modified	Released May 17, 2019. Revised August 12, 2019 - Updated Service Procedure section and add Parts Information section. Revised September 12, 2019 – Added Current Information section, deleted original Repair, Parts and Warranty content. Revised October 31, 2019 – Updated Correction and added Warranty Information. Revised September 15, 2019 – Added 2020 Model Year, Updated Export Region and Added Previous Repair Option Necessary Prior to Breakpoint.

Keywords: Rattles, Rattling

Note: TAC consultants, if you receive a call on this, confirm that the dealer has torqued all door strikers to 22 Nm (16 lb ft) and that the noise has not been resolved. If this has been done, escalate the case to TACMST.