



Service Bulletin

Bulletin No.: 20-NA-052

Date: November, 2020

TECHNICAL

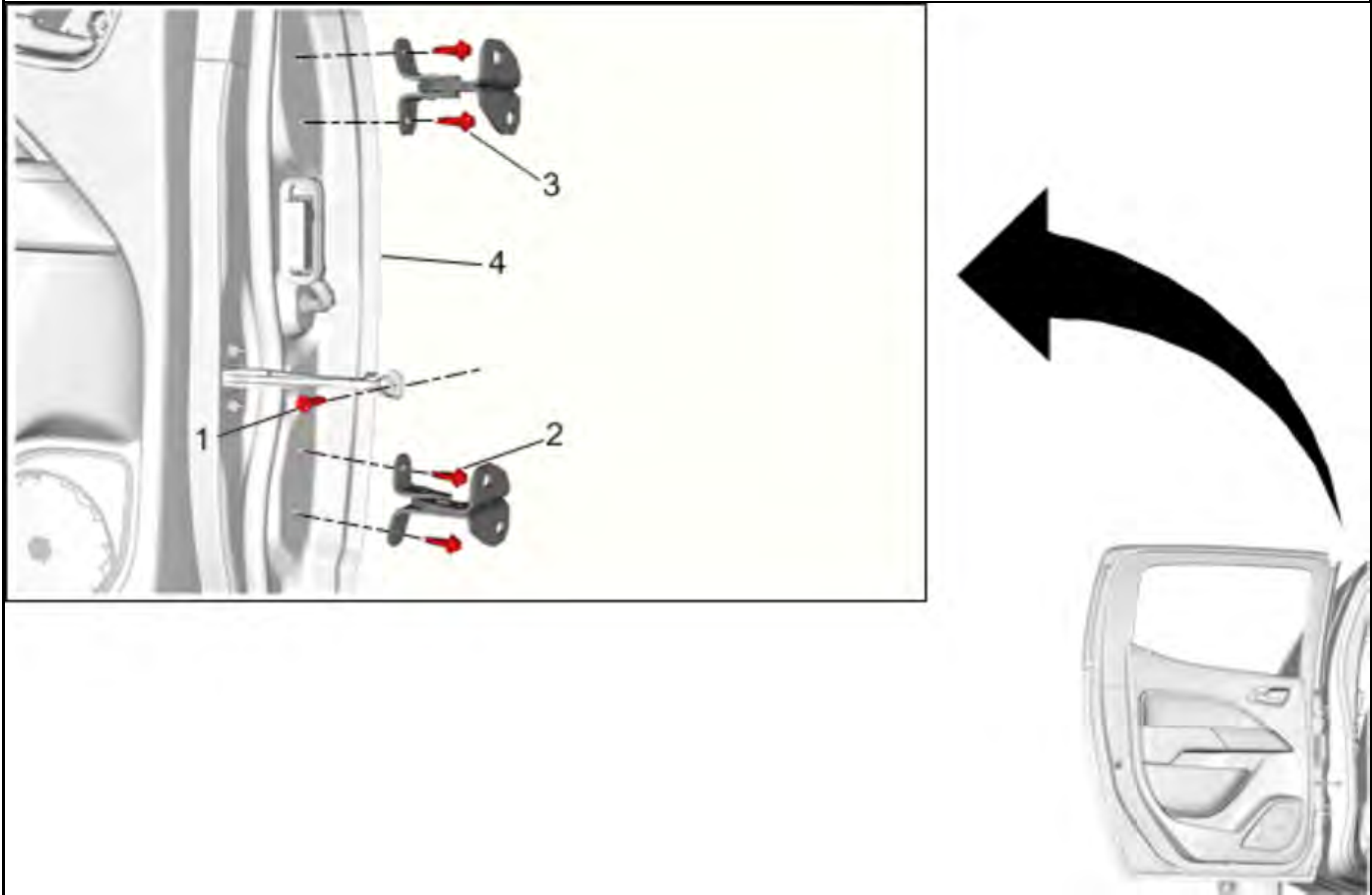
Subject: Ticking Type Noise Heard from the Driver and/or Passenger Side Center Pillar Upper Trim Panel Structure, On Bumpy Roads

This Bulletin Replaces 19-NA-094.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado	2018	2021			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	Note: This is a completely new repair procedure for this condition. If a previous version of the repair was completed on a vehicle, and the vehicle returned with the condition, preform the new procedure below. Verify the condition and repair one, or both sides, following the steps in the Service Procedure below.

Service Procedure



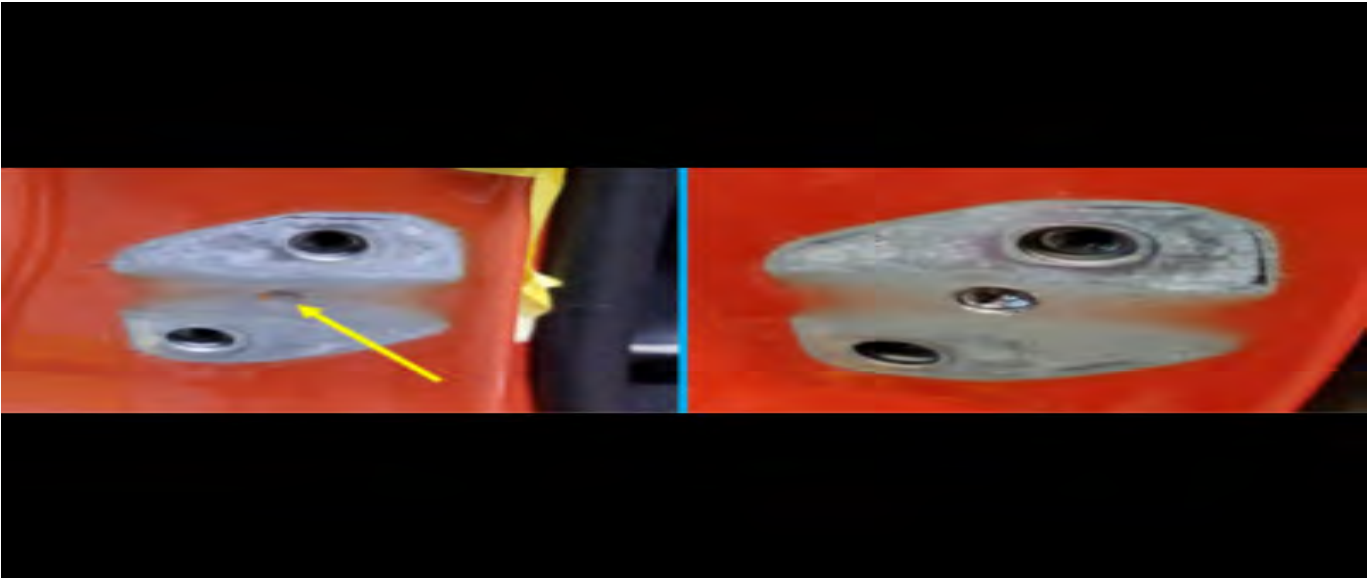
3718589

1. Remove the rear door from the side of the vehicle affected with the tick noise. Refer to *Rear Side Door Replacement (Crew Cab)*, in SI.



5662786

2. Release the electrical connector from the body side outer and push it inward into the B-pillar cavity.



5662787

3. Locate the spot weld that's in between the fastener holes for the upper hinge. Using a 3/8" or 10mm drill bit, drill through the spot weld, only far enough to release the body side outer from the B-pillar inner structure.



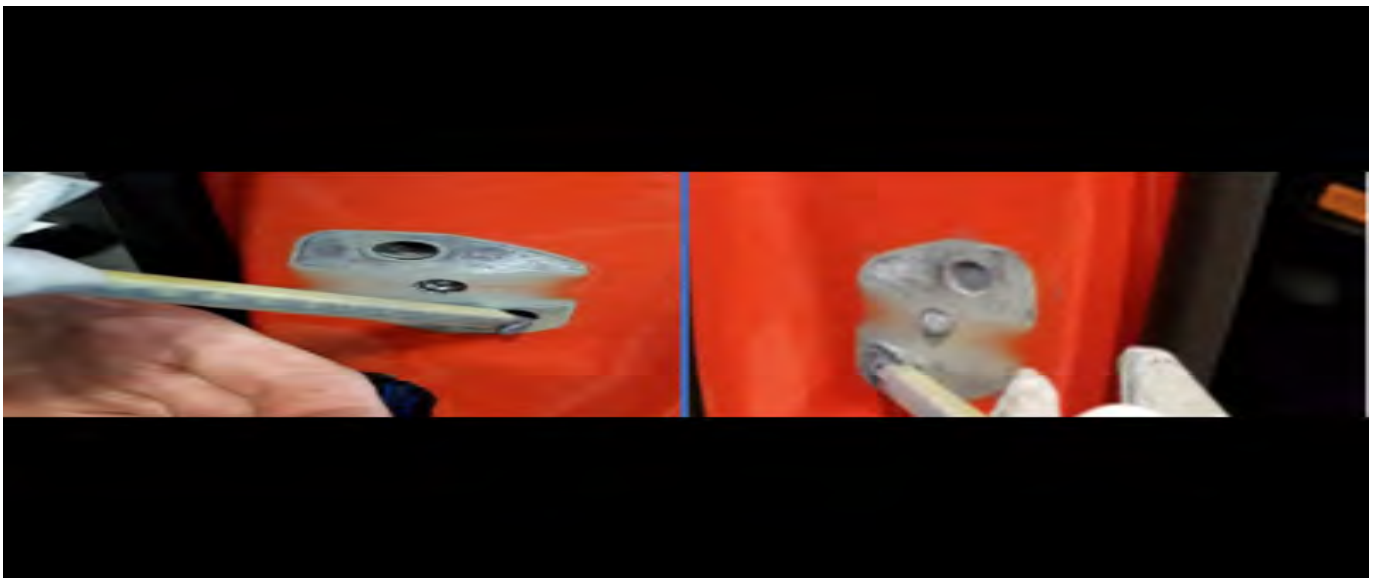
5662788

4. Using an angle pick tool, insert it into the drilled spot weld, and gently pry the body side outer away from the B-pillar structure.



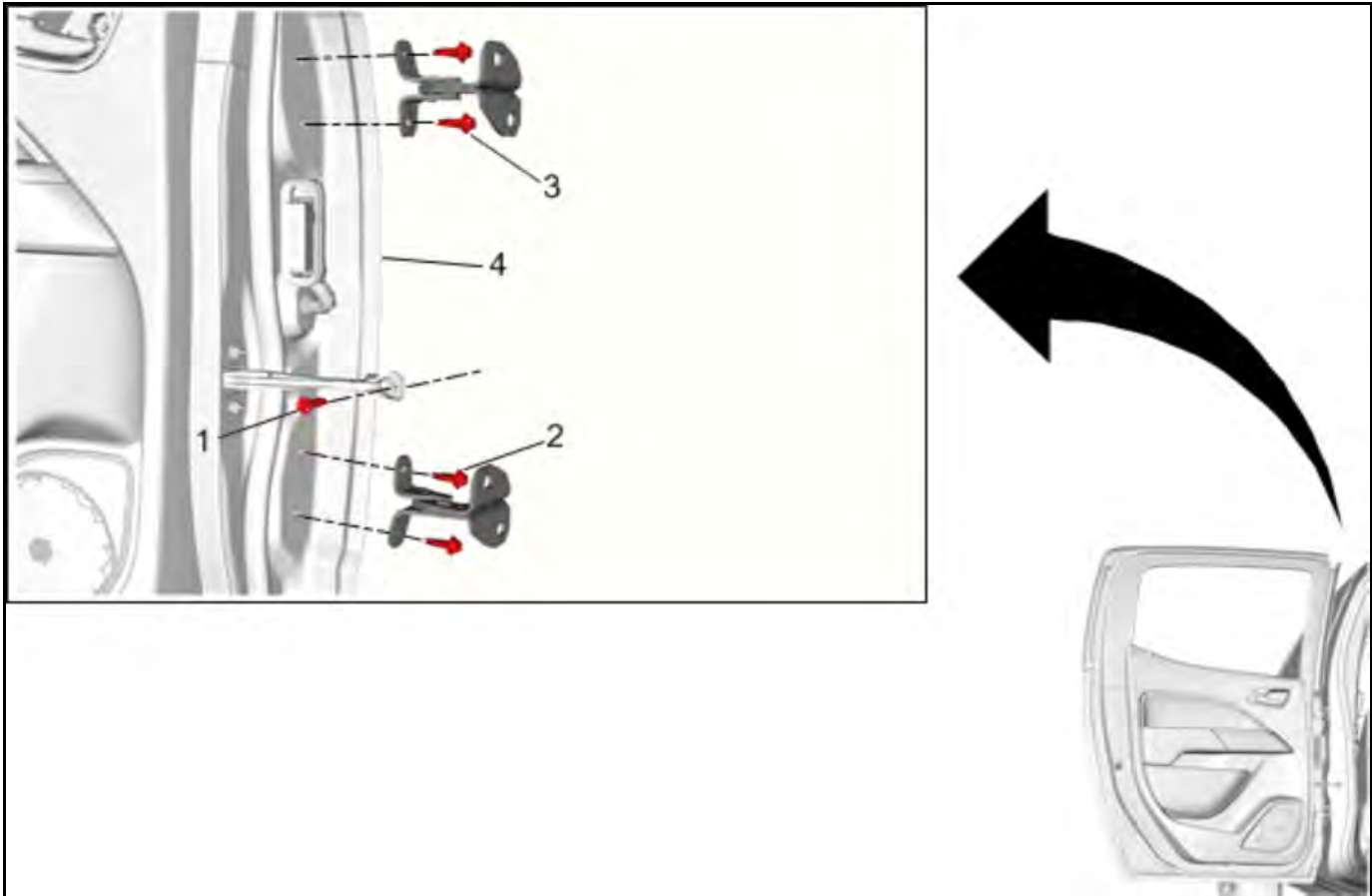
5662790

5. Using a Dual Mix body sealer, such as SEM 39777 High Build Self Leveling Seam Sealer*, or equivalent, pump the sealer in a circular motion into the drilled and hinge bolt holes, to spread the material around in between the body side outer and B-pillar inner structure. As the sealer is pumped in the area, it will come out through the drilled spot weld hole.



5662791

6. Clean up the excess body sealer, then install and tighten the upper door hinge bolts so that the body side outer is pulled against the B-pillar structure. Clean up any additional body sealer that comes out during this step.
7. After the body sealer has cured 1 hour, remove the two door hinge bolts.
8. Reinstall the electrical connector in the B-pillar.



3718589

9. Reinstall the rear door. Refer to *Rear Side Door Replacement (Crew Cab)*, in SI.
10. Reconnect the door electrical harness connector.
11. If affected, repeat steps 1–10 on the opposite side of the vehicle.

* We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.

Parts Information

For ordering adhesive material, contact SEM Customer Care at #866-327-7829, or cust_care@semproducts.com, or at SEM Tech Support at #800-831-1122, or tech@semproducts.com.

Causal Part	Description	Part Number	Material Allowance
N/A	SEM Dual Mix High Build Self Leveling Seam Sealer*	39777	\$ 6.00 (U.S.) \$ 8.00 (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
1481458*	Drill Spot Weld at Rear Door Upper Hinge Sheet Metal and Add Sealer	0.8 hr
Add	Repeat Repair on Opposite Side	0.6 hr

*This is a unique Labor Operation for Bulletin use only.

Version	2
Modified	Released March 05, 2020 Revised October 26, 2020 – Updated the Complete Service Procedure, Modified the Parts and Warranty Information.

