



Service Bulletin

Bulletin No.: 21-NA-013

Date: January, 2021

TECHNICAL

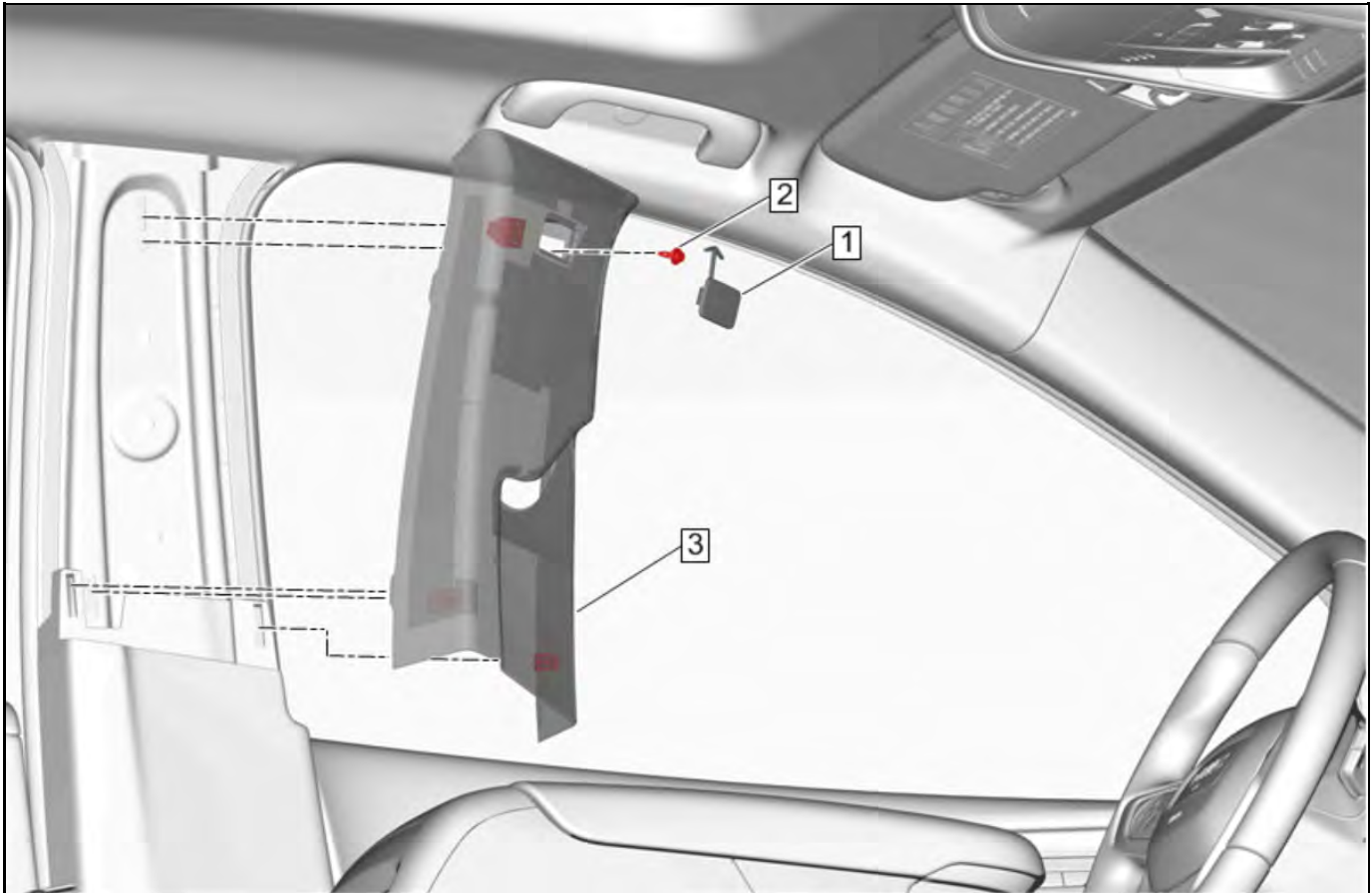
Subject: Rattle or Ticking Noise Heard Coming from B-Pillar Area

Attention: This bulletin supplies information on repairing and eliminating a B-Pillar noise. If noise is verified to be coming from one of the roof rail assist handles, refer to bulletin # 19-NA-013. If the noise cannot be eliminated completing this bulletin, refer to bulletin #19-NA-235 as another possible cause.

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
GMC	Terrain	2020	2020	SOP	June 1, 2020	All	All

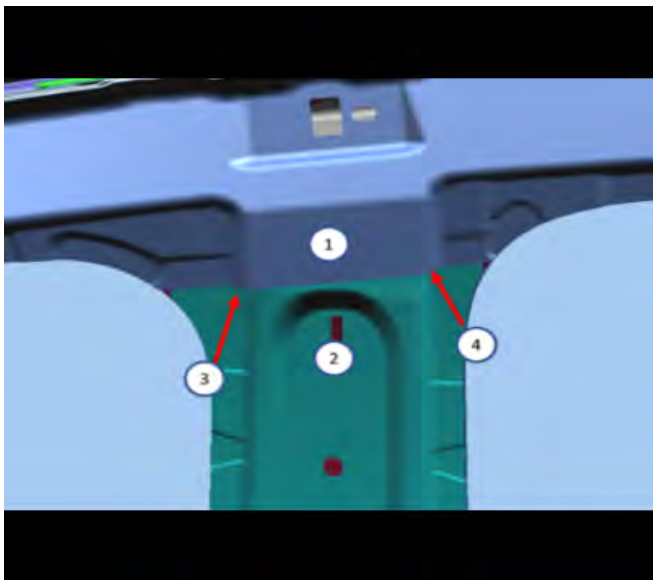
Involved Region or Country	North America, Middle East.
Additional Options (RPOs)	
Condition	Some customers may comment on hearing a rattle or ticking type noise at B-Pillar area, on either side of the vehicle.
Cause	The cause of the condition may be spot welds that were located out of position at the upper B-Pillar.
Correction	Verify the Condition and repair the vehicle following the steps in the Service Procedure below.

Service Procedure



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1. Detach and partially remove the center pillar upper trim panel (3) on the affected side(s). Refer to *Center Pillar Upper Trim Panel Replacement*, in SI.



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Important: The screwdriver should be large enough to fill the gap, to be effective.

2. Locate the sheet metal area at the top of the B-Pillar, shown in the graphic above
3. Locate the gaps in the sheet metal, #3 and #4.

4. Carefully insert and wedge a screwdriver into the two gaps.
 - If the noise is NOT eliminated, DO NOT complete the repair below, but continue with further SI diagnostics to pinpoint the cause.
 - If the noise IS eliminated, continue to step #5 and complete this repair.



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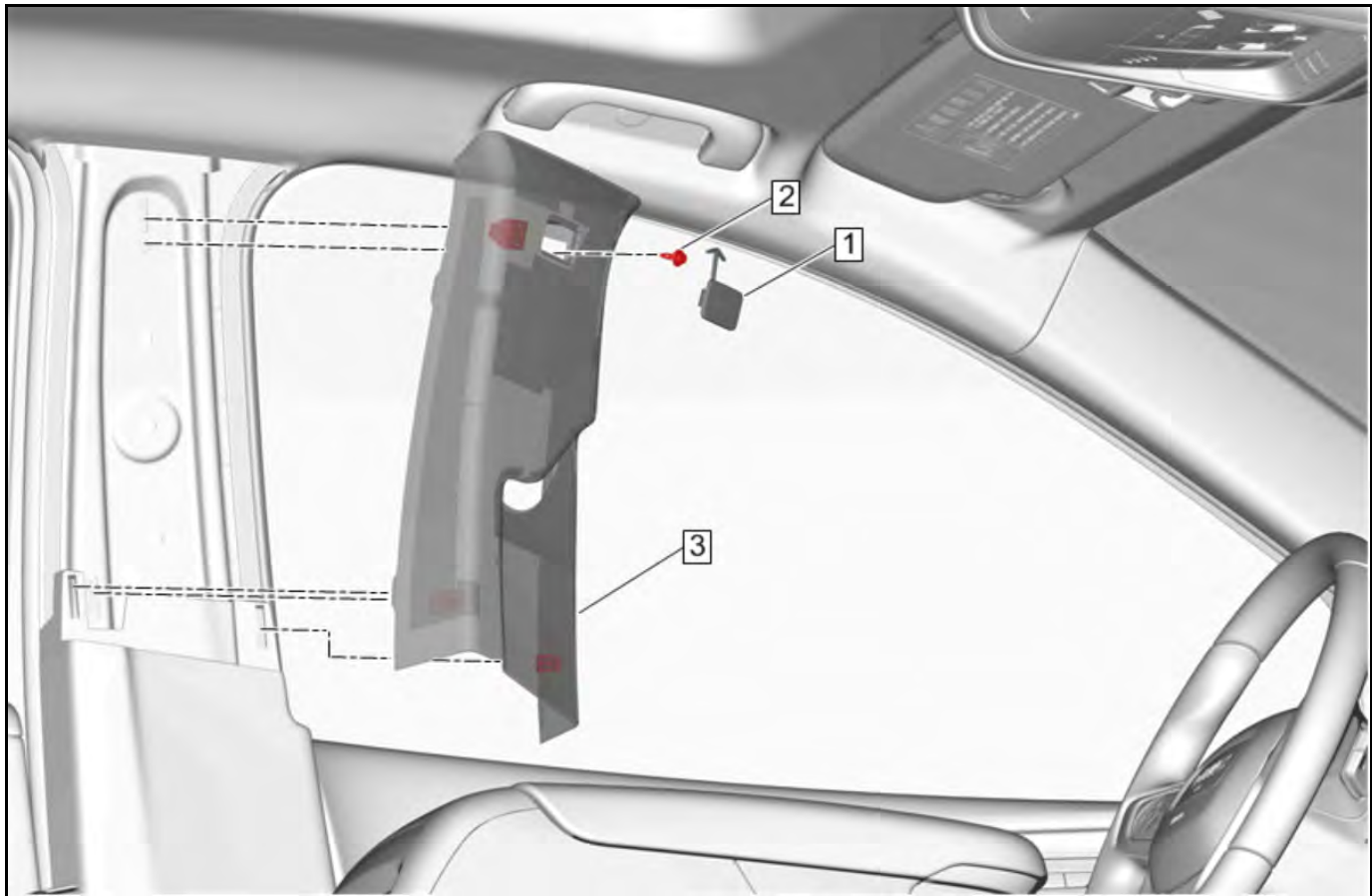
5. Cut pieces from a scrap piece of metal stock, rod or bolt that is thick enough to take the place of the screwdriver tip.
6. Remove the screwdriver and insert the shims made in step #5.

7. Verify the noise is still eliminated. If not, adjust the shims until the noise is gone



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8. Inject SEM 39337 Door Skin & SMC Adhesive*, or equivalent, into the opening to hold the shims in place.
9. Allow the structural panel adhesive to set according to product recommendations.



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10. Once adhesive has cured, reinstall the center pillar upper trim panel. Refer to *Center Pillar Upper Trim Panel Replacement*, in SI.

* 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	Qty
N/A	SEM Door Skin & SMC Adhesive (7oz)*	39337	\$3.00 U.S. \$4.50 Canada

*There is enough material to do approximately 14 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
1481478*	Install Metal Wedge and Adhesive to B-pillar Behind Trim Panel	0.6 hr
Add:	Repeat Repair on Opposite Side	0.4 hr

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

Version	1
Modified	Released January 22, 2021

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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