



Service Bulletin


Bulletin No.: 20-NA-121

Date: March, 2021

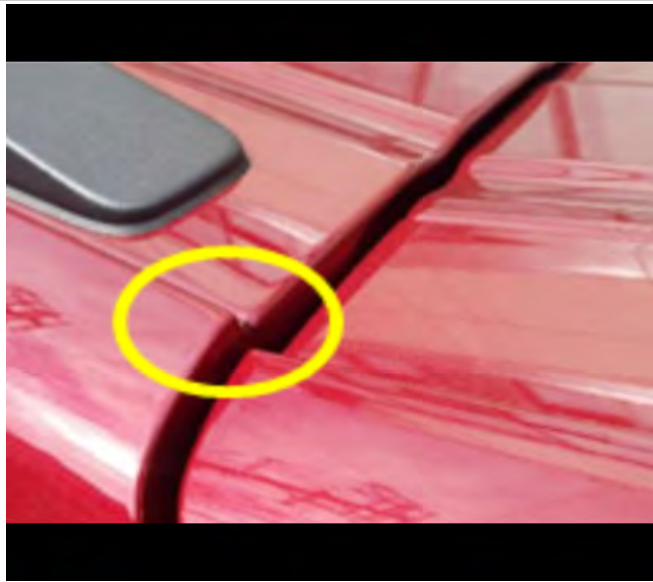
TECHNICAL

Subject: Water Leak at Roof Area, Various Electrical Issues, No Start, Stall, Brake Lamp Not Off, Radio Inoperative, Remote Key Inoperative, Malfunction Indicator Lamp (MIL) Illuminated

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|---------------------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Buick | Encore GX | 2020 | 2021 | — | — | All | All |
| Chevrolet | Trailblazer (VIN M) | 2021 | 2021 | | | All | All |

| | |
|-----------------------------------|--|
| Involved Region or Country | North America |
| Condition | Some customers may comment on a water leak in the front and/or rear of the vehicle (water found under A-pillar and B-pillar trim or in the spare tire area). |
| Cause |  |

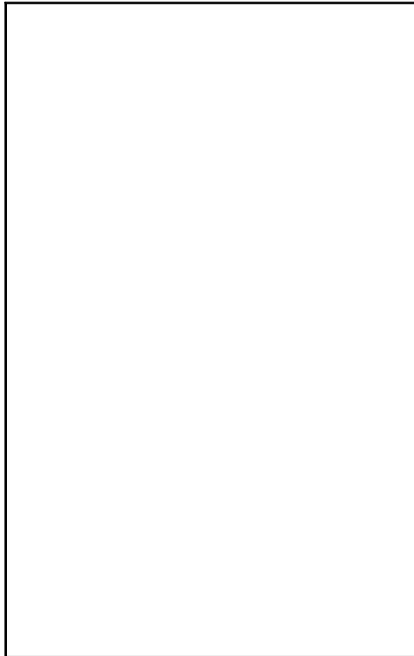
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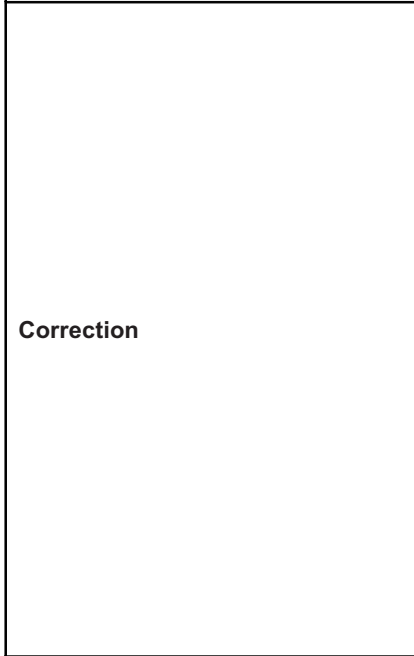


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The cause of the condition may be a pin hole in the roof body seam welding/sealing.



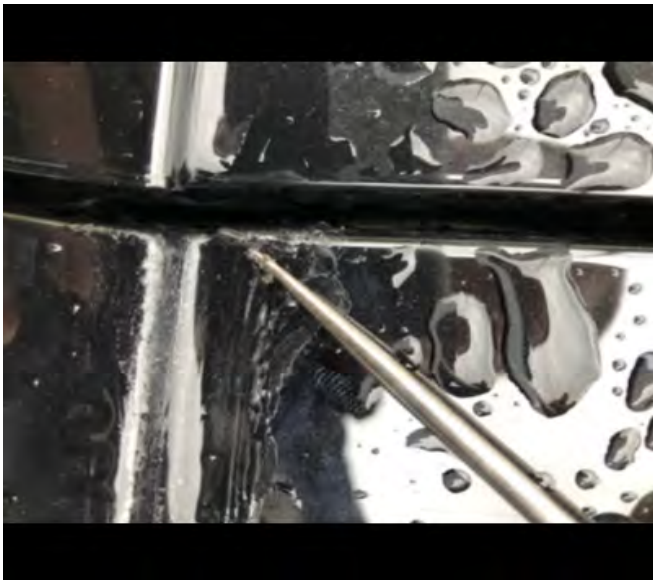
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Inspect for a leak and repair as necessary.

Service Procedure



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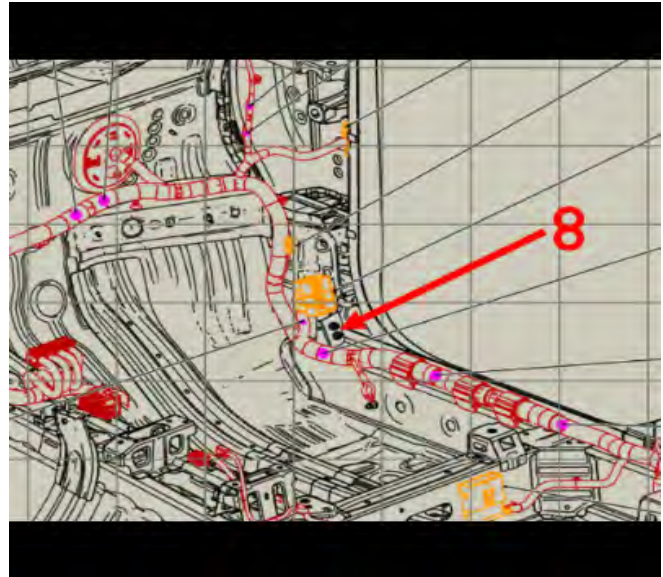
Inspect and repair water leak as necessary.

If you encounter a vehicle with the above condition, you must also include an inspection of the connectors in the water path. Inspect both the A and B-pillar interior trim and in-line connectors under the instrument panel (IP) for signs of a water leak at front roof and the rear cargo interior trim, headliner, and spare tire area for signs of a water leak at rear roof.

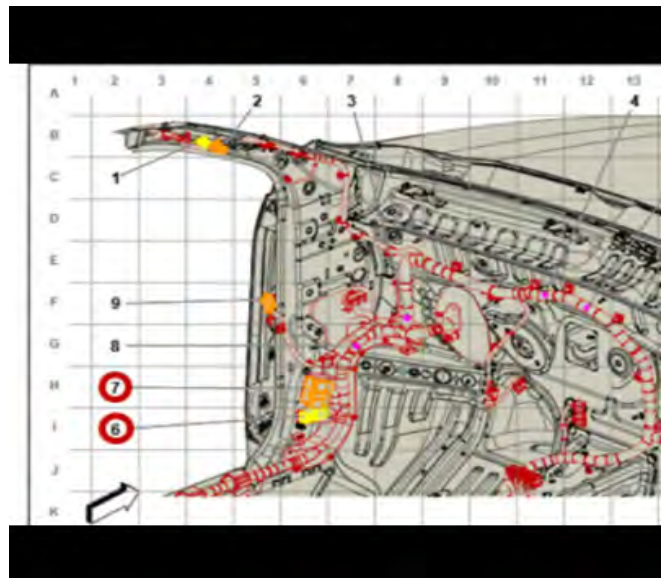
Once the water leak is found, repair any damage that may have been done due to the water leak.

Once the damage is repaired, apply seam sealer along the roof to body seam to correct the condition.

Inspect and Clean Body-IP Inline Connectors and Seat Belt Retractor Pretensioners



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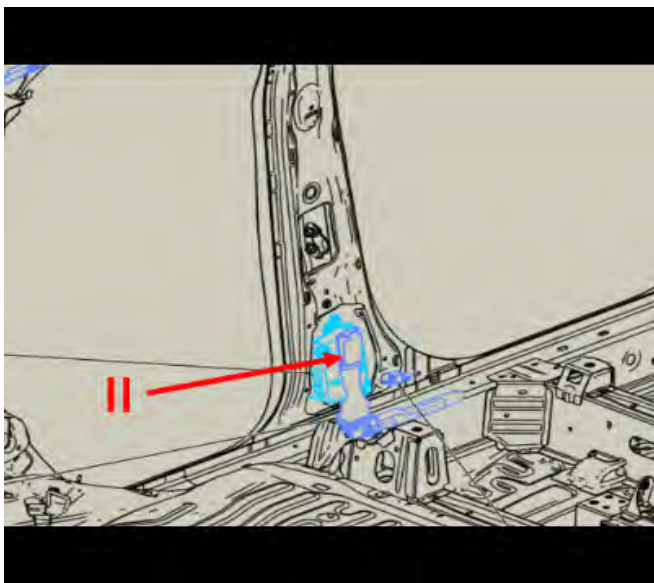


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(#8) — X204 Instrument Panel Harness to Body Harness, 76-way connector right side

(#6) — X202 Instrument Panel Harness to Body Harness, 2-way connector left side

(#7) — X200 Instrument Panel Harness to Body Harness, 76-way connector left side



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(#11) — F112D Seat Belt Retractor Pretensioner - Driver

(#4) — F112P Seat Belt Retractor Pretensioner – Passenger (not shown)

Clean the water inside of the connector and apply NYOGEL on terminals for waterproofing.

1. With vehicle off, disconnect the battery.
2. To access the connectors, remove the left and right garnish trim.

Refer to Front Side Door Sill Garnish Molding Replacement and Center Pillar Lower Trim Panel Replacement in SI.

3. Inspect the connectors for any moisture. If needed, clean using a clean nylon bristle brush and dry connector using compressed air.
4. Preparing NYOGEL 760G (electrical grease) and flatting tool, apply on IP harness inline connector surface. Make sure all terminal pins are covered enough by grease.
5. Reattach the connectors. Make sure the 2nd locking tab is closed.
6. Reinstall the garnish trim.

Refer to Front Side Door Sill Garnish Molding Replacement and Center Pillar Lower Trim Panel Replacement in SI.

Parts Information

| Causal Part | Description | Part Number | Qty | Contact Information |
|-------------|---------------------------------|-------------|-----|--|
| N/A | NYOGEL 760G (electrical grease) | 760G | 1 | TAI Lubricants, Inc. PO Box 1579 Hockessin, DE 19707 Tel: 1-302-326-0200 Fax: 1-302-326-0400 sales@TAI-Lubricants.com or visit www.tai-lubricants.com |

| Causal Part | Description | Part Number | Qty |
|-------------|-----------------------------------|-------------------------------|-----|
| N/A | Kent® High-Tech Seam Sealer Clear | P10200 | 1 |
| Or | | | |
| N/A | Würth Euroseal Gel Clear | 18920104 (892.0104 in Canada) | 1 |

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 |
|--|---|------------|
| 1481498* | Inspect/Clean Body-IP Inline Connectors, Seat Belt Retractor Pretensioners and Body Joint Resealing | 1.2 hrs |
| <p>*This is a unique Labor Operation for bulletin use only. For consequential damage, use the labor operation associated with this bulletin. All parts and labor associated should be claimed on the same transaction, using OLH as necessary to cover the labor for repair/replacement of the subsequently damaged part(s). Refer to Service Bulletin 18-NA-146 for additional information.</p> | | |

| | |
|-----------------|--|
| Version | 3 |
| Modified | Released June 03, 2020 January 20, 2021 – Added the 2021 Model Year to Encore GX and updated information to inspect the entire roof, not just the rear. March 05, 2021 – Added the Inspect and Clean Body-IP Inline Connectors and Seat Belt Retractor Pretensioners section and updated the Parts and Warranty Information. |

