



Service Bulletin

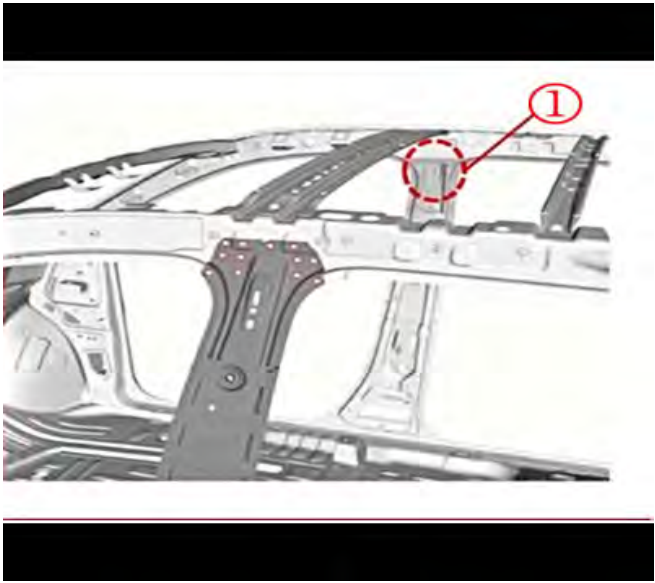
Bulletin No.: 20-NA-169

Date: March, 2021

TECHNICAL

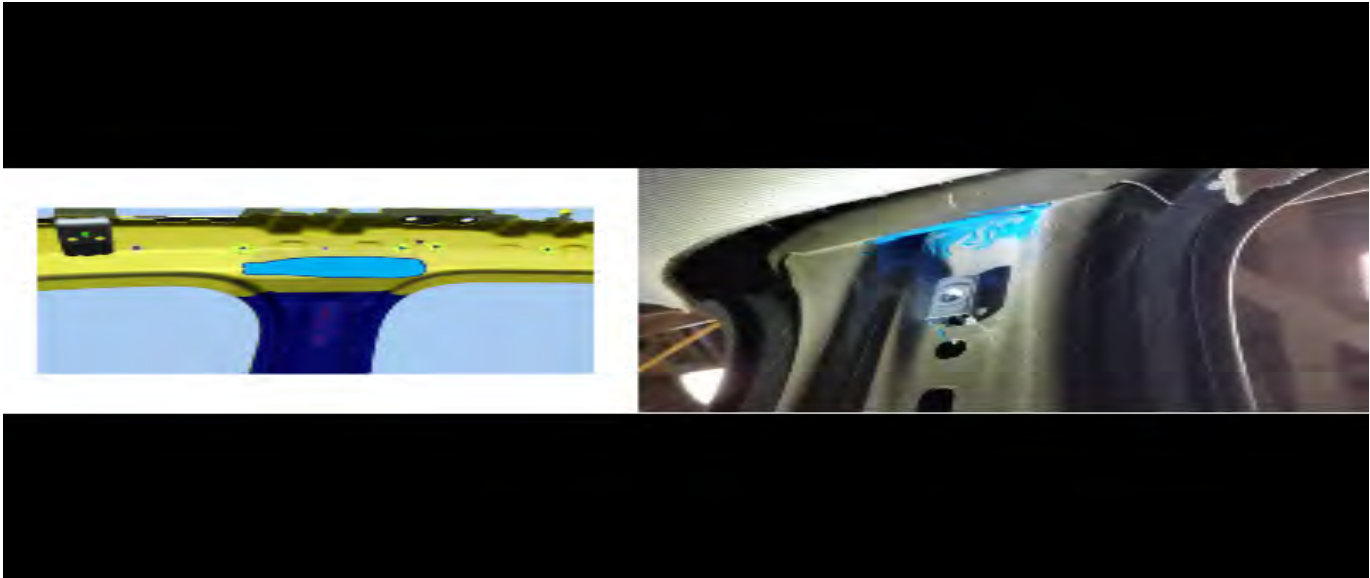
Subject: Creak, Pop and/or Snap Type Noise Heard Coming from Passenger Side B-Pillar Area

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Traverse	2020	2021	-	-	-	-

Involved Region or Country	United States, Canada, Mexico, Uzbekistan, Israel, Palestine, Colombia (West), GM Korea Company, Russia, Middle East, Chile and Peru.
Condition	Some customers may comment on a creak, pop and/or snap type noise heard coming from passenger side B-Pillar area.
Cause	<div style="text-align: center;">  </div> <p style="text-align: right; font-size: small;">5642213</p> <p>This condition may be caused by metal to metal contact between the front roof inner front side rail and the center pillar inner panel (1), as shown in the picture above.</p>
Correction	Apply structural adhesive into the gap between the Roof Rail Inner and the Center Pillar Inner Panel follow the procedure below.

Service Procedure

1. Remove the Center Pillar Upper Trim Panel. Refer to *Center Pillar Upper Trim Panel Replacement* in SI.



5642266

2. Apply Fusor 2098, or equivalent, into the entire length, covering the complete fore/aft distance, as shown in the picture above.

Important: Structural adhesive requires 24 hr. cure time.

Parts Information

Lord Fusor products may be purchased through your local distributor. Information about Lord Fusor product retailers in your area may be obtained by calling 1-800-234-FUSOR (U.S. and Canada).

3M products may be purchased through your local distributor. Information about 3M product retailers in your area may be obtained by calling 1-866-364-3577 (U.S. and Canada).

Part Number	Description	Qty	Material Allowance
Fusor 2098	2098 Crash Durable Structural Adhesive (Slow)	1	\$12.50 USD (per vehicle) \$16.33 Canada (per vehicle)
07333	3M Impact Resistant Structural Adhesive (IRSA)	1	\$13.50 USD (per vehicle) \$17.76 Canada (per vehicle)
*There is enough material to do approximately 3 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
1086258*	Applying Structural Adhesive into the Gap Between the Roof Rail Inner and the Center Pillar Inner Panel	0.4 hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	Released September 02, 2020 Revised March 08, 2021 – Revised to add 2021 Model Year.

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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