



Service Bulletin

Bulletin No.: 20-NA-148

Date: August, 2021

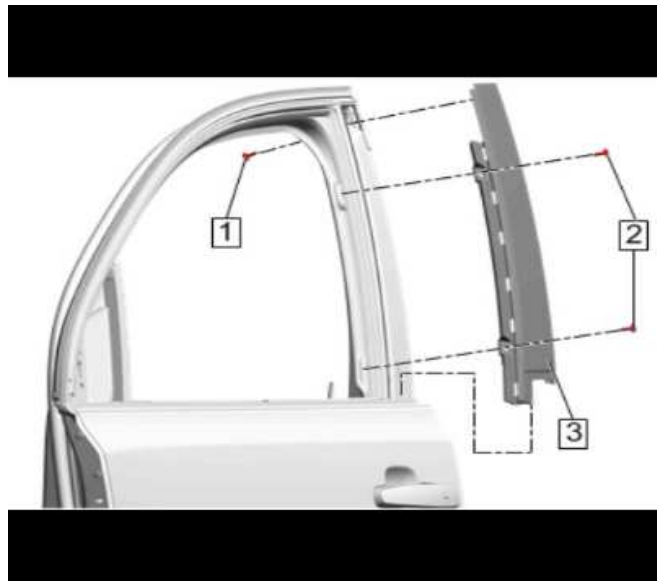
TECHNICAL

Subject: Plastic to Metal Squeak/Creak Noise Heard Coming from the Driver or Passenger Side B-Pillar Area

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Traverse	2020	2021			All	All

Involved Region or Country	North America, Uzbekistan, Russia, Middle East, Israel, Palestine, Chile (West), Colombia (West), Peru (West), GM Korea Company, Other Africa.
Additional Options (RPOs)	
Condition	Some customers may comment on hearing a squeak/creak noise coming from the driver or passenger side B-pillar area while driving, or when opening and closing front door.
Cause	The cause of the condition may be interference contact between the metal B-Pillar of the front side door window frame and the front side door window frame rear applique.
Correction	After verifying the condition, apply anti-squeak tape to affected areas on B-Pillar, following the steps in the Service Procedure below.

Service Procedure



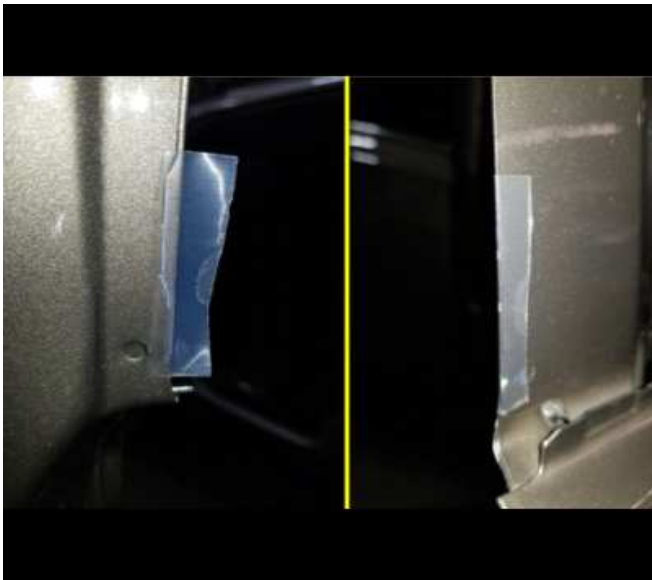
5633855

1. Remove the front side door window frame rear applique (3) on the affected side. Refer to *Front Side Door Window Frame Rear Applique Replacement*, in SI.

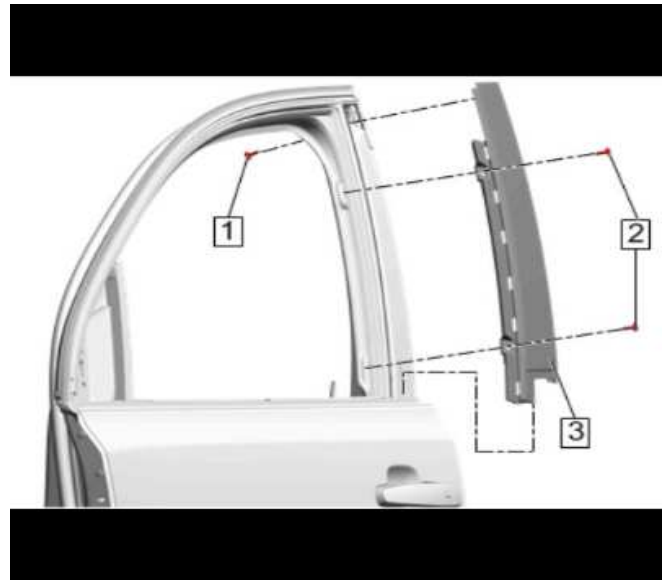


5633856

Note: The common area most effected is shown in the left graphic above, and visual wear markings that may be visible on the paint, which could assist with identifying affected areas, is shown on the right.



5633857



5633855



5633858

Note: Some examples of the common tape application locations are shown in the graphics above.

2. Apply strips of Kent Automotive Anti-Squeak Film Tape # KT13512, or an equivalent UHMW Polyethylene anti-squeak tape, to the affected areas on the B-Pillar of the front side door window frame where the rear applique connects.

3. Reinstall the front side door window frame rear applique. Refer to *Front Side Door Window Frame Rear Applique Replacement*, in SI
4. Verify that the condition has been corrected.

Parts Information

* 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.

Causal Part	Description	Part Number	Material Allowance
N/A	Kent Automotive Anti-Squeak Film Tape	KT13512	\$3.20 (U.S.) \$4.34 (Canada.)

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
2086088*	Apply Anti-Squeak Tape to Front Side Door Window Frame Under Rear Applique	0.7 hr

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

Version	2
Modified	Released July 23, 2020 Revised August 18, 2021 – Added 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.



WE SUPPORT VOLUNTARY
TECHNICIAN
CERTIFICATION