



# Service Bulletin


Bulletin No.: 19-NA-013

Date: December, 2021

## TECHNICAL

**Subject:** Ticking or Popping Noise at Roof Rail Assist Handle(s)

| Brand:    | Model:  | Model Year: |      | VIN: |    | Engine: | Transmission: |
|-----------|---------|-------------|------|------|----|---------|---------------|
|           |         | from        | to   | from | to |         |               |
| Chevrolet | Equinox | 2018        | 2022 |      |    | All     | All           |
| GMC       | Terrain |             |      |      |    |         |               |
| Holden    | Equinox | 2018        | 2020 |      |    |         |               |

|                                   |   |
|-----------------------------------|---|
| <b>Involved Region or Country</b> | North America, Korea, Australia, New Zealand, Middle East, Israel, South America, Thailand, Egypt and Africa  |
| <b>Additional Options (RPOs)</b>  |   |
| <b>Condition</b>                  |  <p style="text-align: right;">5222300</p> <p>Customer may comment on hearing a ticking or popping noise at the area of the roof rail assist handle(s). The noise is usually most noticeable on the driver's side.</p> |
| <b>Cause</b>                      | The cause of the condition may be movement between the assist handle mounting bracket and the inner roof rail structure.  |
| <b>Correction</b>                 | Verify the condition and location(s), then lower the headliner and install a rivet into the assist handle mounting bracket and inner roof rail, at the affected area(s). Follow the steps in the Service Procedure below.   |

## Service Procedure

**Warning:** This vehicle is equipped with a Supplemental Inflatable Restraint (SIR) System. Failure to follow the correct procedure could cause the following conditions:

- Air bag deployment
  - Personal injury
  - Unnecessary SIR system repairs
- In order to avoid the above conditions, observe the following guidelines:
- Refer to Master Electrical Components List in order to determine if you are performing service on or near the SIR components or the SIR wiring.
  - If you are performing service on or near the SIR components or the SIR wiring, disable the SIR system. Refer to Disabling the SIR System.

**Note:** It is only necessary to lower the headliner. Only do those steps in headliner replacement that will lower the headliner enough to access the affected handle mounting bracket area(s)

1. Lower the headliner. Refer to *Headlining Trim Panel Replacement*, in SI.



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**Caution:** Enlist the use of a drill stop to prevent damage to the outer roof surface.

2. Using a 1/8 inch (3.175 mm) drill bit, drill a hole (location shown by arrow in the graphic above) at all the affected assist handle bracket locations. Left, front location is shown above, right side would be similar.
3. Obtained locally, install a common 1/8 inch (3.175 mm), dome head rivet, or equivalent, at the drill location(s).
4. Verify condition has been corrected, then reinstall the headliner. Refer to *Headlining Trim Panel Replacement*, in SI.

## 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                                |
|-----------------|---|---|
| 1481158*        | Install Rivet in Roof Rail Assist Handle Bracket              | Without C3U — 2.2 hr<br>With C3U — 2.4 hr |
| Add             | Install Rivet Each Additional Bracket Location (maximum of 3) | 0.2 hr                                    |

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

| Version  | 4   |
|----------|---|
| Modified | Released January 29, 2019<br>Revised June 26, 2019 – Added 2019 Model Year<br>Revised September 23, 2021 – Added 2020 Model Year Holden Equinox, and 2020 – 2022 Chevrolet Equinox and GMC Terrain.<br>Revised December 15, 2021 – Added Warning at Start of Service Procedure. |

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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