



Service Bulletin

Bulletin No.: 19-NA-111

Date: December, 2021

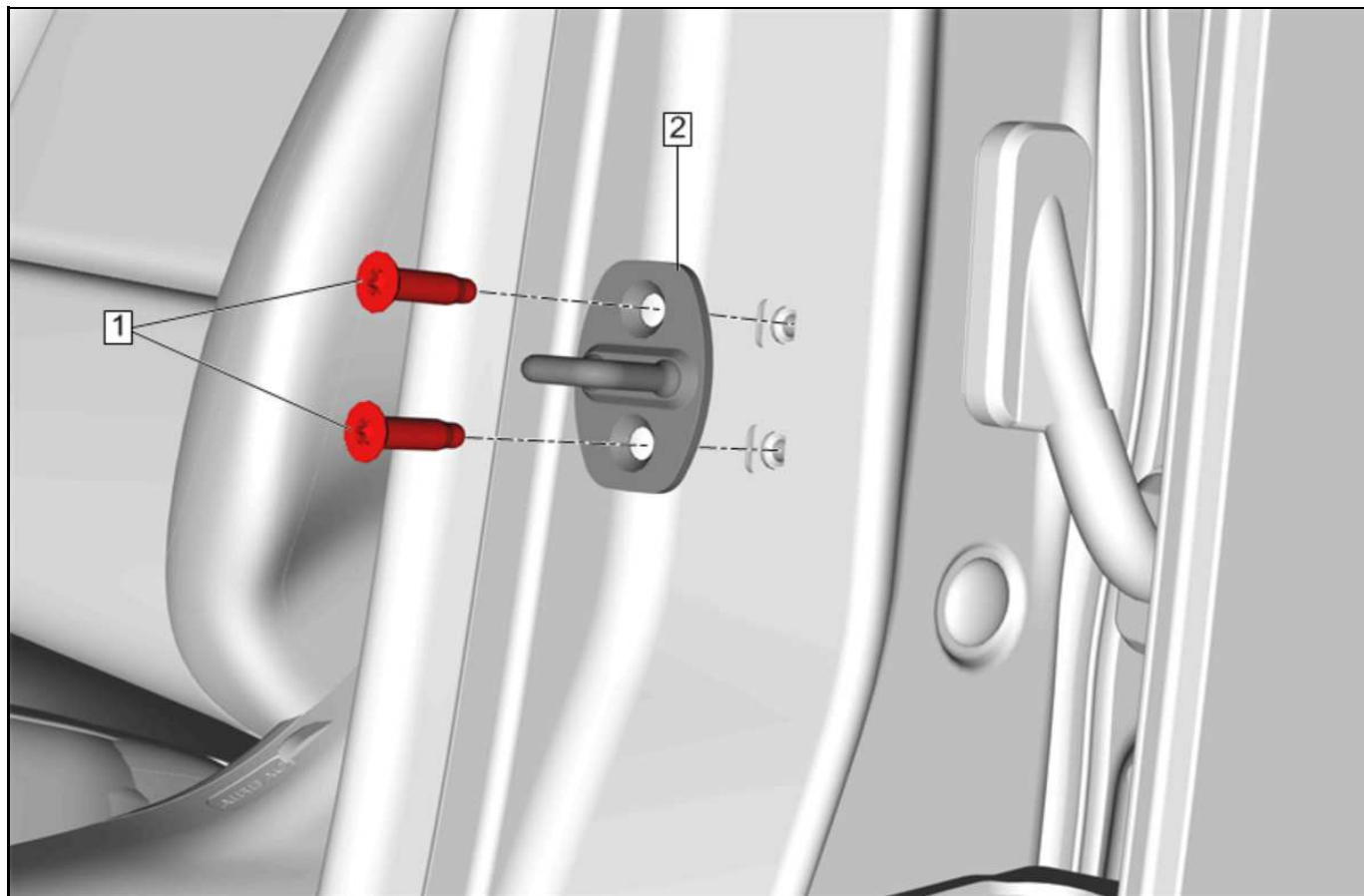
TECHNICAL

Subject: Ticking/Rattle Noise from B-Pillar Area

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Blazer	2019	2021			All	All

Involved Region or Country	North America, Middle East, Israel, South America and China.
Condition	Some customers may comment on hearing a ticking or rattle noise coming from the B-pillar area. – Condition can be on either the driver or passenger side of the vehicle but is most commonly heard on the driver side.
Cause 1	This condition may be caused by the fasteners on any of the four side door lock strikers NOT being torqued to proper specification.
Cause 2	This condition may be caused by sheet metal surface to surface contact, between the inner panel and the sheer plate, located behind the upper trim panel on the B-pillar.
Correction 1	Verify the condition, and repair following the steps in Service Procedure (Cause 1) below.
Correction 2	Verify which side, or possibly both, is affected by the condition, and repair following the steps in Service Procedure (Cause 2) below.

Fastener Torque Inspection (Cause 1)



1. Verify proper torque specification on the fasteners of ALL FOUR side door lock strikers.

Tighten

Tighten the screws to 22 N•m(16 lb ft).

2. Test Drive the vehicle.
 - If the noise elimination is confirmed, return the vehicle to the customer.
 - If the noise is still evident, **proceed to Shear Plate and Outer Panel Repair (Cause 2).**

Shear Plate and Outer Panel Repair (Cause 2)



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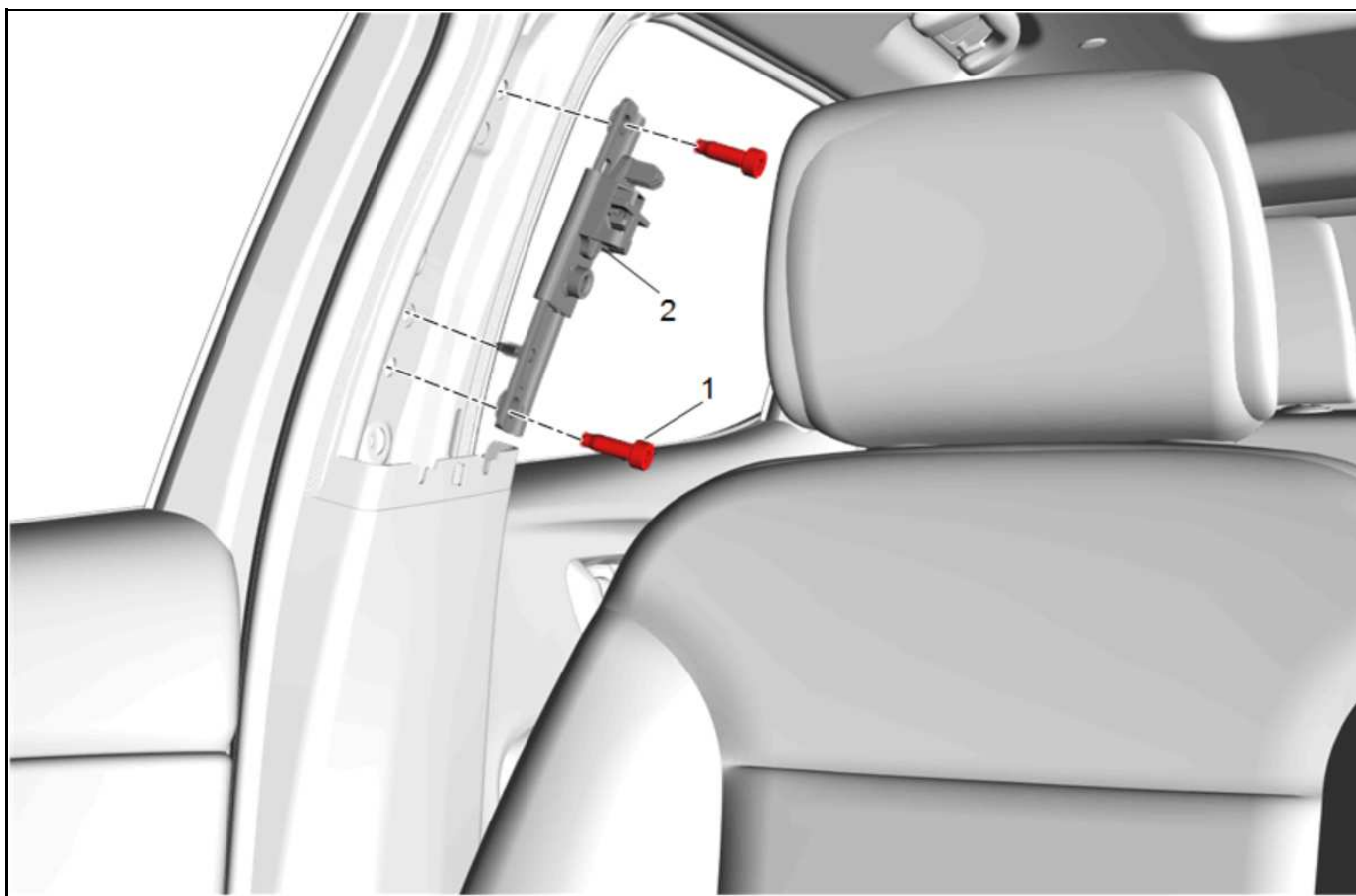
Warning: This vehicle is equipped with a Supplemental Inflatable Restraint (SIR) System. Failure to follow the correct procedure could cause the following conditions:

- 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.

1. Remove the center pillar upper trim panel (1) on the affected side. Refer to in SI. *Center Pillar Upper Trim Panel Replacement*, in SI.



2. Remove the Front Seat Belt Guide Adjuster (2). Refer to *Front Seat Belt Guide Adjuster Replacement*, in SI.



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3. Locate the 2 holes in the center pillar. Note that at each hole, an inner sheet metal shear plate is visible.



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Note: The intent on using the punch is to increase clearance between the inner shear plate and inner sheet metal, to avoid the rub condition.

4. Using an air hammer with a blunt punch, tap the inner shear plate away from the outer panel to increase clearance. Repeat at the second hole location.



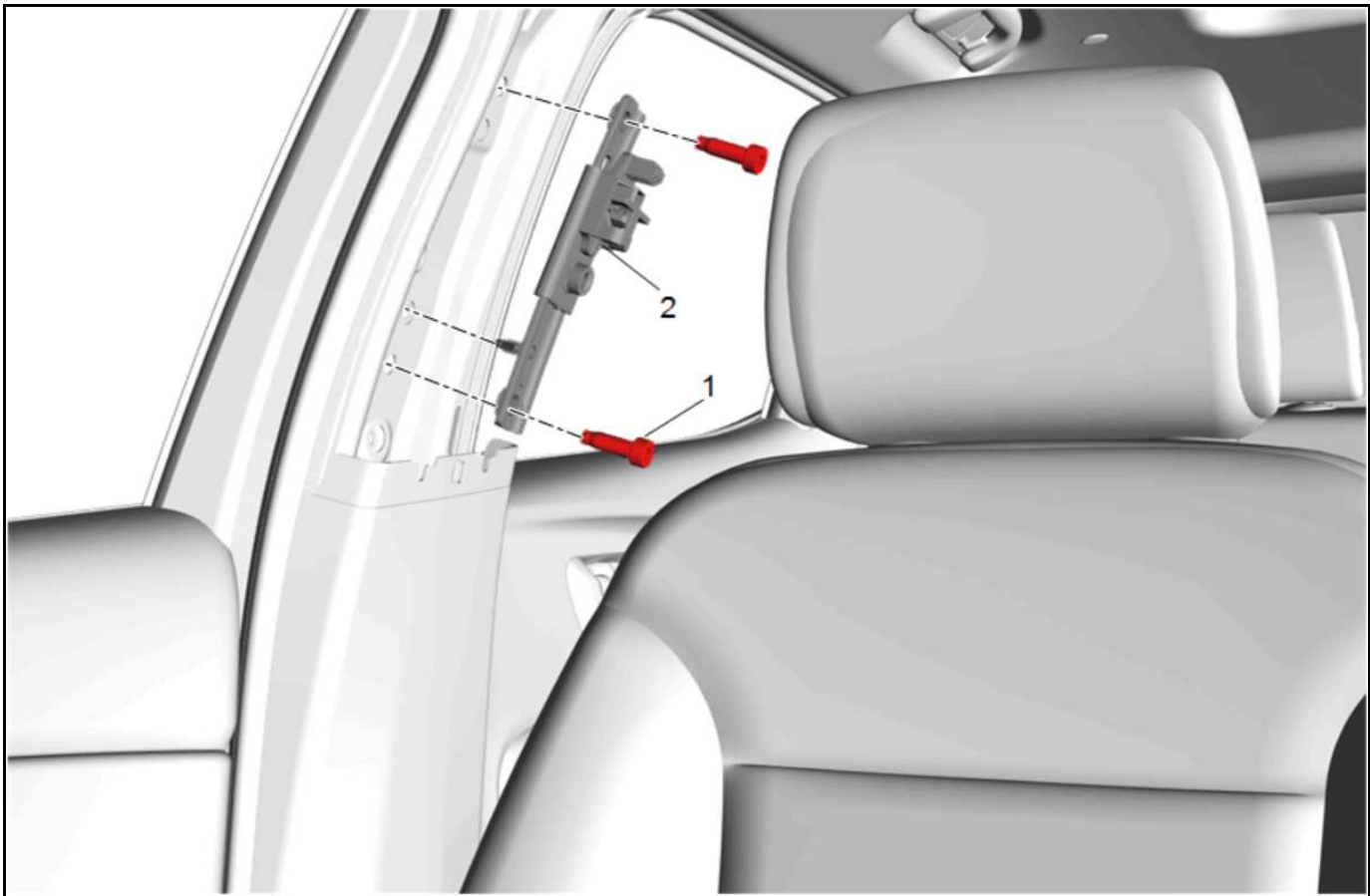
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5. Apply liberal amounts of Lord Fusor® structural adhesive or equivalent, between the shear plate and outer panel at two locations.



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6. Using a trim stick or equivalent, force the adhesive between the plate and panel.
 - ⇒ Allow 24 hours @ 70°F (21°C)/ 2 hours @ 140°F (60°C) for the adhesive to cure.
7. If affected, repeat steps 1–6 on the opposite side.



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8. Install the Front Seat Belt Guide Adjuster. Refer to Front Seat Belt Guide Adjuster Replacement in SI.



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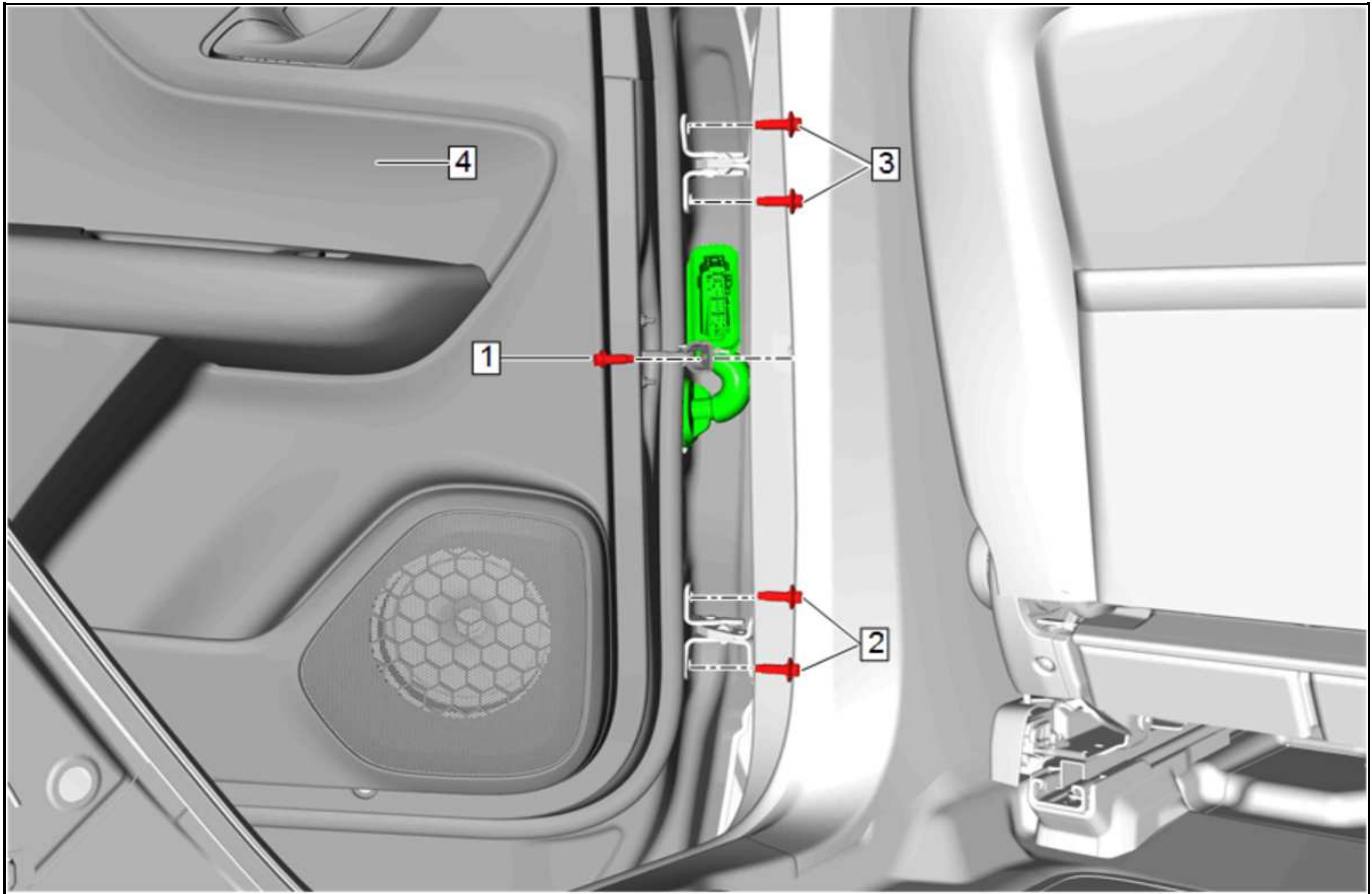
9. Install the center pillar upper trim panel(s), once repair has been confirmed. Refer to Center Pillar Upper Trim Panel Replacement, in SI.

10. Verify that the noise condition has been resolved:
- If NO noise is evident, return the vehicle to the customer.
 - If the noise is still evident, continue ahead and complete the *Body Side Outer and B-Pillar Inner Structure Repair* below.

Note: Below is a completely new repair procedure for this condition. If the two previous repairs were already completed and the noise is still evident, perform the new procedure below.

Cause	The cause of the condition may be a flexing between the upper center pillar outer panel structure and the upper hinge inner reinforcement plate.
Correction	Verify the condition and repair one, or both sides, following the steps in the <i>Body Side Outer and B-Pillar Inner Structure Repair</i> below.

Body Side Outer and B-Pillar Inner Structure Repair



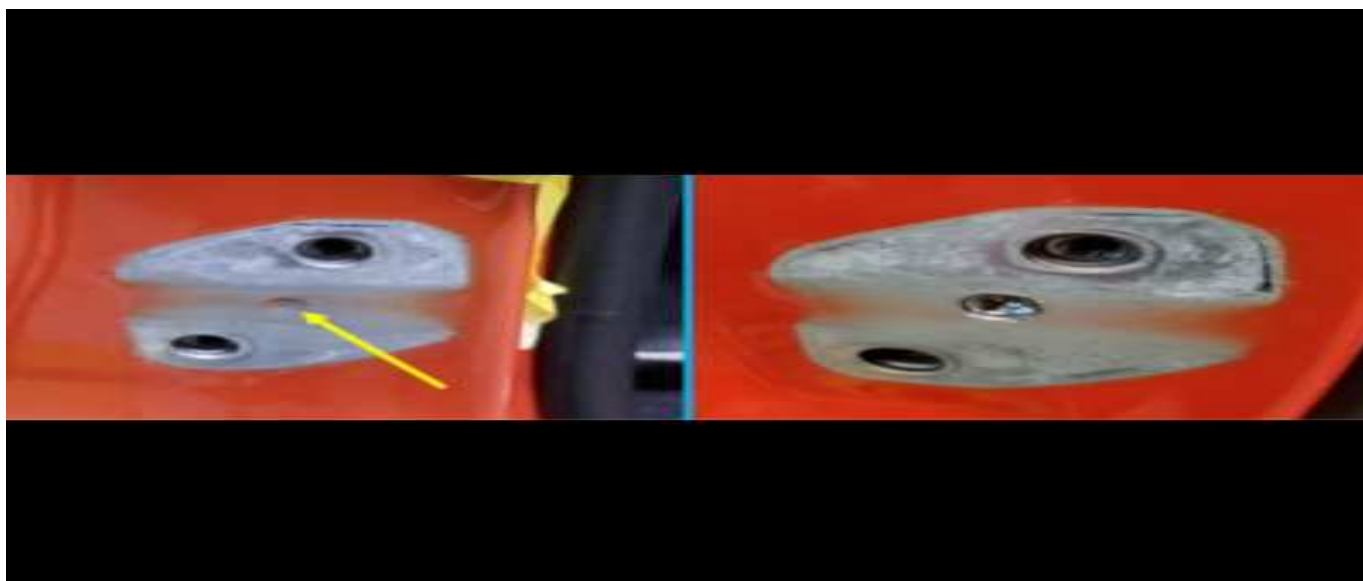
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1. Remove the rear door from the side of the vehicle affected with the tick noise. Refer to *Rear Side Door Replacement*, in SI.

2. Release the electrical connector from the body side outer and push it inward into the B-pillar cavity.



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3. Locate the spot weld that's in between the fastener holes for the upper hinge. Using a 3/8" or 10mm drill bit, drill through the spot weld, only far enough to release the body side outer from the B-pillar inner structure.



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4. Using an angle pick tool, insert it into the drilled spot weld, and gently pry the body side outer away from the B-pillar structure.



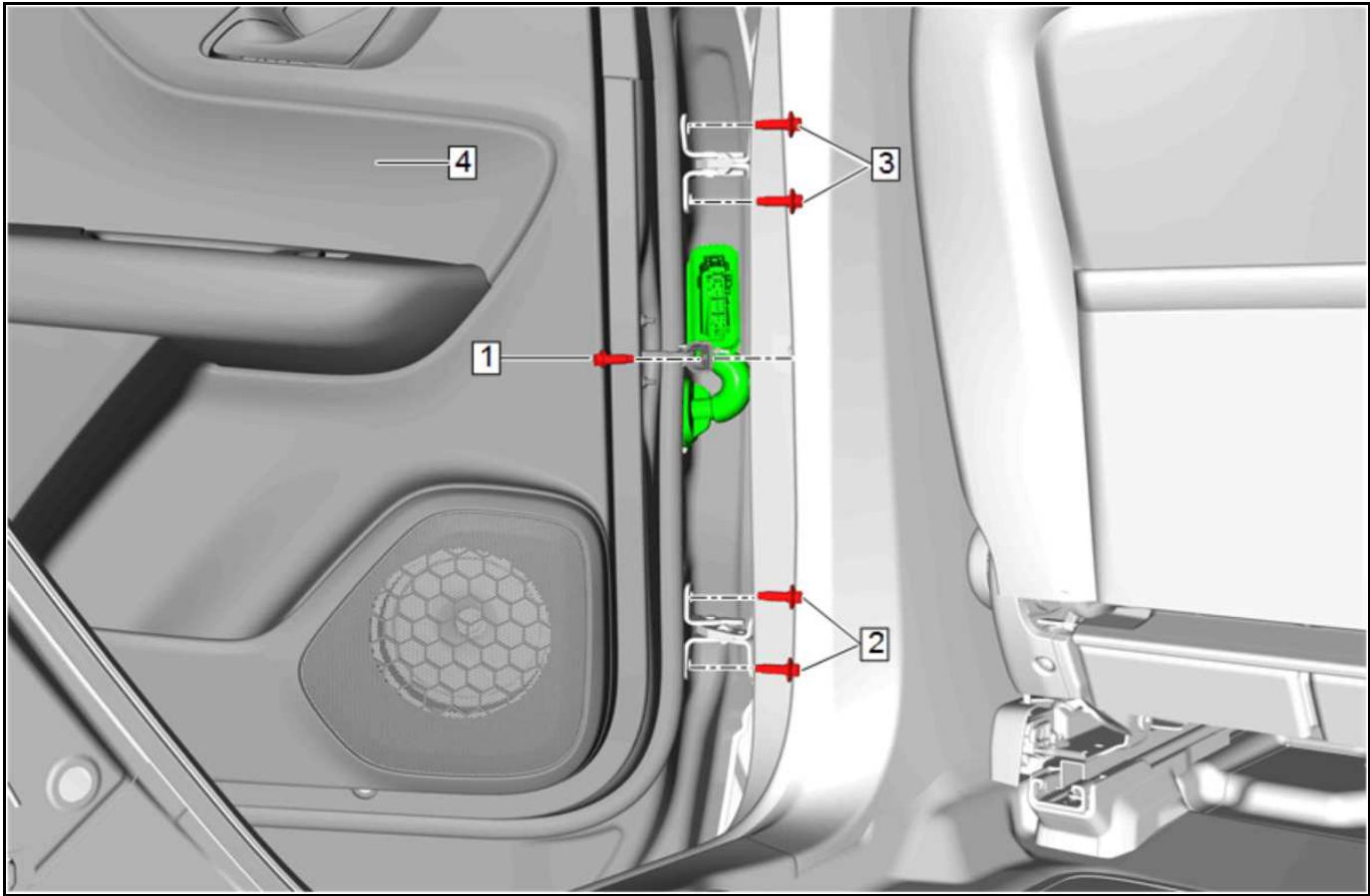
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5. Using a Dual Mix body sealer, such as SEM 39777 High Build Self Leveling Seam Sealer*, or equivalent, pump the sealer in a circular motion into the drilled and hinge bolt holes, to spread the material around in between the body side outer and B-pillar inner structure. As the sealer is pumped in the area, it will come out through the drilled spot weld hole.



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6. Clean up the excess body sealer, then install and tighten the upper door hinge bolts so that the body side outer is pulled against the B-pillar structure. Clean up any additional body sealer that comes out during this step.
7. After the body sealer has cured 1 hour, remove the two door hinge bolts.
8. Reinstall the electrical connector in the B-pillar.



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- 9. Reinstall the rear door. Refer to *Rear Side Door Replacement*, in SI.
- 10. Reconnect the door electrical harness connector.
- 11. If affected, repeat steps 1–10 on the opposite side of the vehicle.

* 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	Lord Fusor® Crash Durable Structural Adhesive (Slow)	2098	\$7.00 U.S. \$10.00 Canada
	SEM Dual Mix High Build Self Leveling Seam Sealer*	39777	\$ 6.00 (U.S.) \$ 9.00 (Canada)
*There is enough material to service multiple vehicles. Store the remaining material for future use.			

Parts Information

For additional information on Lord Fusor® 2098, contact www.lord.com or call 1 877 ASK LORD.

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.

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
2086048*	Verify Proper Torque Specification on All Four Side Door Lock Strikers (Incl. Test Drive) (Cause 1)	0.4 hr
1481208*	R & R Center Pillar Upper Trim Panel, Increase Sheet Metal Clearance and Add Adhesive (Cause 2)	0.8 hr
Add:	Repeat Repair on Opposite Side	0.6 hr
Add:	Drill Spot Weld at Rear Door Upper Hinge Sheet Metal and Add Sealer	0.8 hr
Add:	Repeat Drill and Sealer Repair on Opposite Side	0.6 hr

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

Version	8
Modified	Released May 17, 2019. Revised August 12, 2019 - Updated Service Procedure section and add Parts Information section. Revised September 12, 2019 – Added Current Information section, deleted original Repair, Parts and Warranty content. Revised October 31, 2019 – Updated Correction and added Warranty Information. Revised September 15, 2020 – Added 2020 Model Year, Updated Export Region and Added Previous Repair Option Necessary Prior to Breakpoint. Revised October 30, 2020 – Added the 2021 Model Year, Removed Date Breakpoints, Swapped Order of Cause and Correction #1 and #2. Revised September 23, 2021 – Added Body Side Outer and B-Pillar Inner Structure Repair Procedure, Updated Parts and Warranty Sections. Revised December 13, 2021 – Added Warning to Start of Shear Plate and Outer Panel Repair Procedure.

Keywords: Rattles, Rattling