



# Service Bulletin

Bulletin No.: 19-NA-235

Date: December, 2021

## TECHNICAL

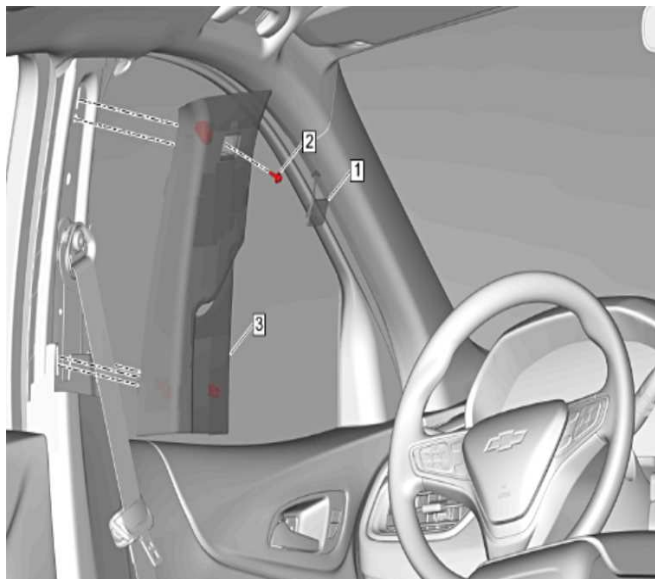
**Subject:** Rattle or Ticking Noise from B-Pillar Area.

**Attention:** This bulletin supplies information on repairing and eliminating a B-Pillar noise. If noise is verified to be coming from one of the roof rail assist handles, refer to bulletin # 19-NA-013.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2019	2022			All	All
GMC	Terrain						
Holden	Equinox	2018	2020				

<b>Involved Region or Country</b>	North America, Middle East, Israel, Peru, Palestine, Argentina, Brazil, Chile, Columbia, Ecuador, Uruguay, South Korea, China, Thailand, Australia, New Zealand, Paraguay, Egypt and Africa.
<b>Additional Options (RPOs)</b>	
<b>Condition</b>	Some customers may comment on hearing a rattle or ticking type noise at B-Pillar area, on either side of the vehicle.
<b>Cause</b>	The cause of the condition may be that the layered sheet metal panels, at the rear radius area of the front door opening, may have a spot weld on the edge of a panel which allows the panel to vibrate against the adjacent panels.
<b>Correction</b>	Verify the Condition and repair the vehicle following the steps in the Service Procedure below.

### Service Procedure



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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. Detach and partially remove the center pillar upper trim panel (3) on the affected side(s). Refer to *Center Pillar Upper Trim Panel Replacement*. in SI.



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2. Partially remove the front side door weatherstrip (body side) from the front door radius.



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3. Locate the sheet metal area at the rear radius, shown in the graphic above.



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4. Locate the crease/gap in the sheet metal.



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5. As shown in the graphic above, carefully insert a screwdriver into the crease and wiggle it back and forth.
  - If the noise is NOT eliminated, DO NOT complete the repair below, but continue with further SI diagnostics to pinpoint the cause.
  - If the noise IS eliminated, continue on to step #6 and complete this repair.



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6. Use the screwdriver, or similar tool, to spread and widen the sheet metal slightly. This will allow a shim to be inserted.
7. Apply low adhesive tape or adhere a paper towel on the edge of the headliner, to prevent damage or staining.



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8. Cut a small, thin piece from a scrap piece of sheet metal, approximately 1 x 2 cm. (.375 x .750 in).



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9. Using pliers, or other suitable tool, wedge the metal piece into the widened sheet metal crease.
  - If the noise is NOT eliminated, insert further or change the shim location.
  - If the noise IS eliminated, continue to the next step and complete this repair.
10. Inject SEM 39337 Door Skin & SMC Adhesive, or equivalent, into the opening to hold the shim in place.



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11. Clamp the opening and seam where the wedge was installed and allow the structural panel adhesive to set according to product recommendations.
12. Once adhesive has cured, reinstall the center pillar upper trim panel and the body side door weatherstrip. Refer to *Center Pillar Upper Trim Panel Replacement*. in SI.

Causal Part	Description	Part Number	Material Allowance
N/A	SEM Door Skin & SMC Adhesive (7oz)*	39337	\$3.00 U.S. \$4.50 Canada
*There is enough material to do approximately 14 vehicles. Store the remaining material for future use.			

**Parts Information**

For ordering adhesive material, contact SEM Customer Care at #866-327-7829, or [cust\\_care@semproducts.com](mailto:cust_care@semproducts.com), or at SEM Tech Support at #800-831-1122, or [tech@semproducts.com](mailto:tech@semproducts.com).  
Holden Service Outlets to source an equivalent adhesive as this product is not available at HSPO.

**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
1481238*	Install Metal Wedge and Adhesive to B-pillar	0.6 hr
Add	Same Repair on Opposite Side	0.4 hr

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

<b>Version</b>	4
<b>Modified</b>	Released October 15, 2019 Revised October 06, 2020 – Updated Steps 9 – 12 in the Service Procedure. Revised September 27, 2021 – Added Holden Equinox Models, Added 2021 – 2022 MY Chevrolet Equinox and GMC Terrain. Revised December 14, 2021 – Added Warning to 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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