



Service Bulletin

Bulletin No.: 21-NA-013

Date: December, 2021

TECHNICAL

Subject: Rattle or Ticking Noise Heard Coming from B-Pillar Area

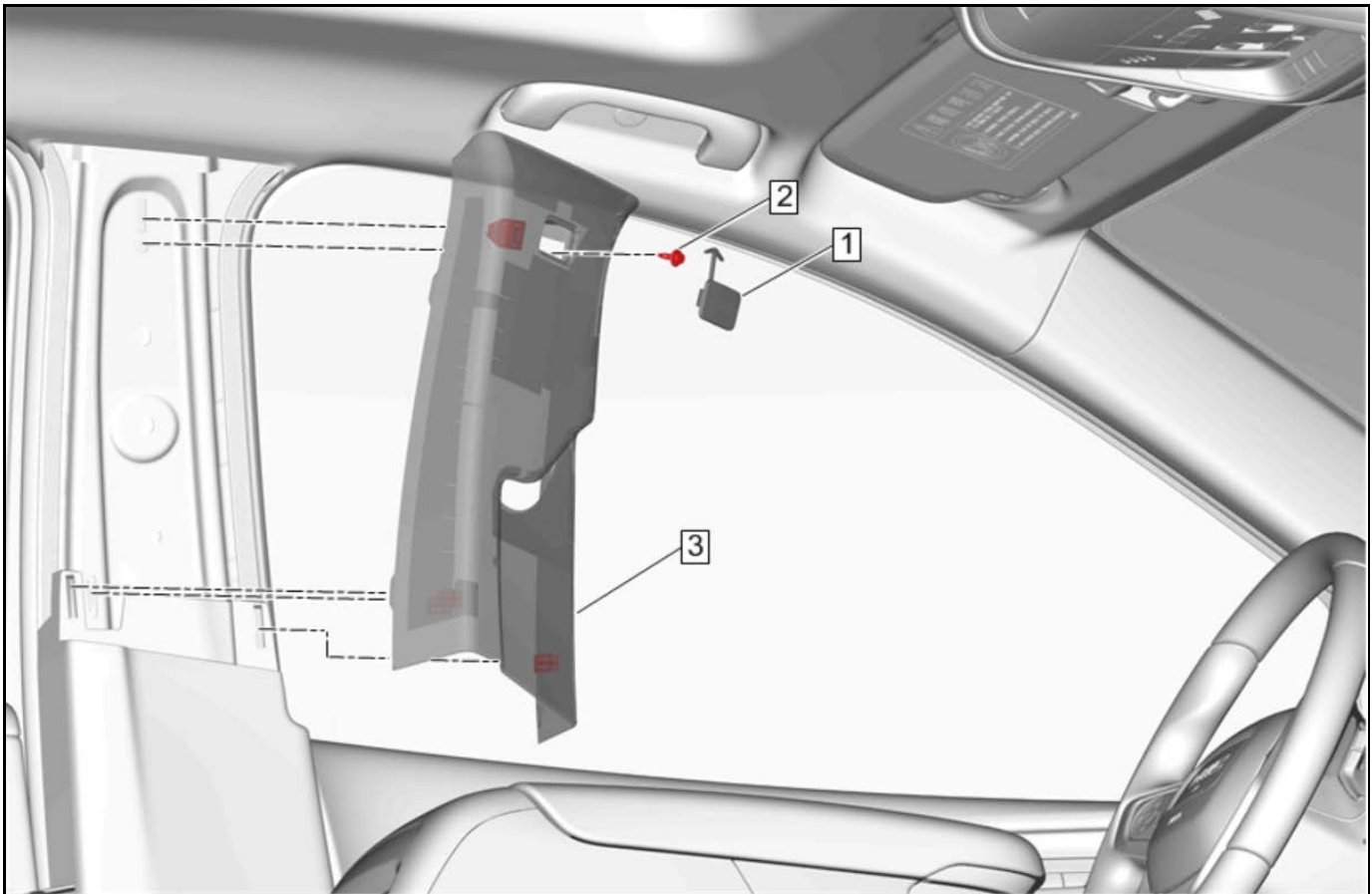
Attention: This bulletin supplies information on repairing and eliminating a B-Pillar noise. If noise is verified to be coming from one of the roof rail assist handles, refer to bulletin # 19-NA-013. If the noise cannot be eliminated completing this bulletin, refer to bulletin #19-NA-235 as another possible cause.

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
GMC	Terrain	2020	2021	SOP	December 1, 2020	All	All

Involved Region or Country	North America, Middle East.
Additional Options (RPOs)	
Condition	Some customers may comment on hearing a rattle or ticking type noise at B-Pillar area, on either side of the vehicle.
Cause	The cause of the condition may be spot welds that were located out of position at the upper B-Pillar.
Correction	Verify the Condition and repair the vehicle following the steps in the Service Procedure below.

Service Procedure

Note: It may be necessary to park the vehicle in sunlight to heat the body panels to duplicate the complaint, and also to confirm the noise is eliminated during testing and after repair. Vehicles parked inside, or in the shade or cool locations, may not exhibit the issue until they heat up.

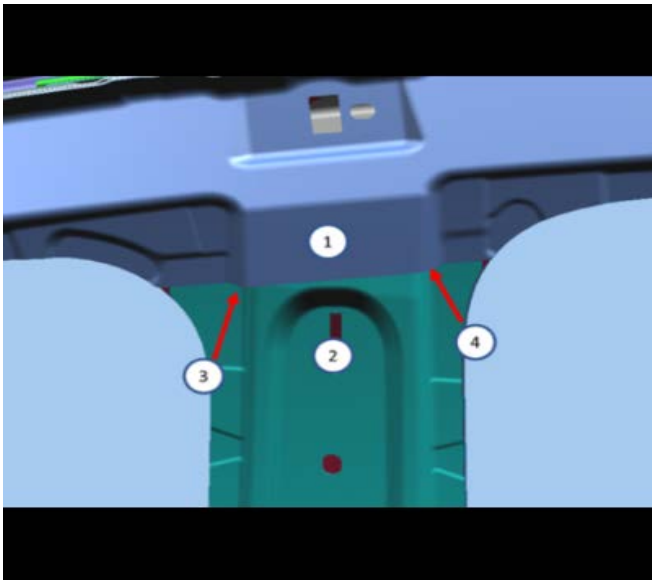


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Warning: This vehicle is equipped with a Supplemental Inflatable Restraint (SIR) System. Failure to follow the correct procedure could cause the following conditions:

- 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. Locate the sheet metal area at the top of the B-Pillar, shown in the graphic above
3. Locate the gaps in the sheet metal, #3 and #4.



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Important: The screwdriver should be large enough to fill the gap, to be effective.

4. Carefully insert and wedge two screwdrivers into the two gaps. Confirm the noise is eliminated.
 - 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 to step #5 and complete this repair.



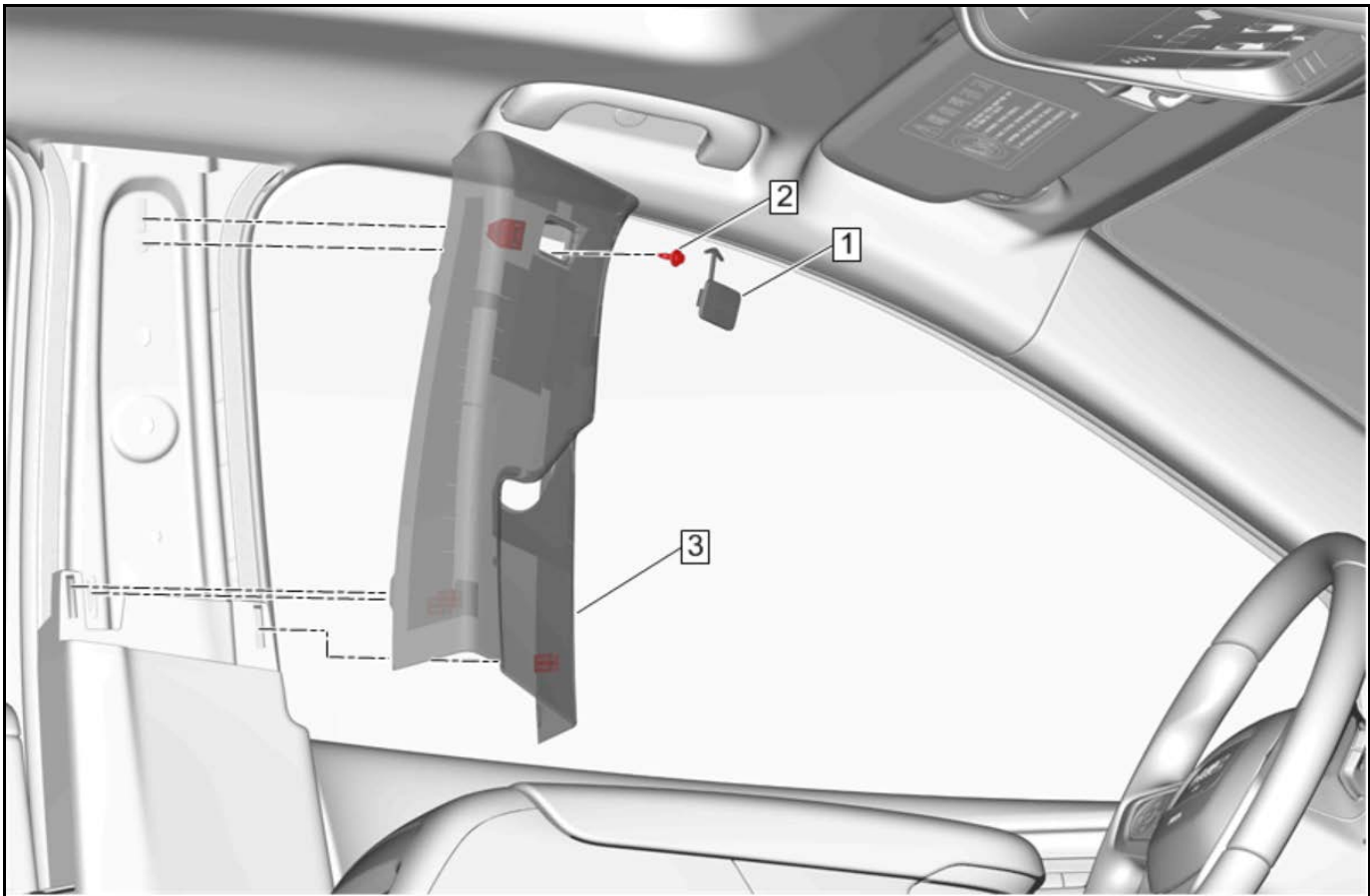
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5. Cut pieces from a scrap piece of metal stock, rod or bolt that is slightly thicker than the screwdriver used to eliminate the noise.
6. Remove the screwdriver and insert the shims made in step #5. The shims should be tight enough to require them to be tapped into place and should stay in place on their own, once installed.
7. Verify the noise is still eliminated. If not, adjust the shims until the noise is gone.



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8. Inject SEM 39337 Door Skin & SMC Adhesive*, or equivalent, into the opening to hold the shims in place.
9. Allow the structural panel adhesive to set according to product recommendations.



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10. Once adhesive has cured, reinstall the center pillar upper trim panel. Refer to *Center Pillar Upper Trim Panel Replacement*, in SI.

* 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.

Parts Information

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.

Causal Part	Description	Part Number	Qty
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.			

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
1481478*	Install Metal Wedge and Adhesive to B-pillar Behind Trim Panel	0.6 hr
Add:	Repeat Repair on Opposite Side	0.4 hr

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

Version	4
Modified	Released January 22, 2021 Revised February 09, 2021 – Updated the Breakpoint. Revised September 23, 2021 – Added 2021 Model Year, Added a Note to the Start of the Service Procedure and Updated Repair Steps # 4 – 6. Revised December 15, 2021 – Added Warning to Start of Service Procedure.

