



Service Bulletin

Bulletin No.: 23-NA-128

Date: November, 2023

TECHNICAL

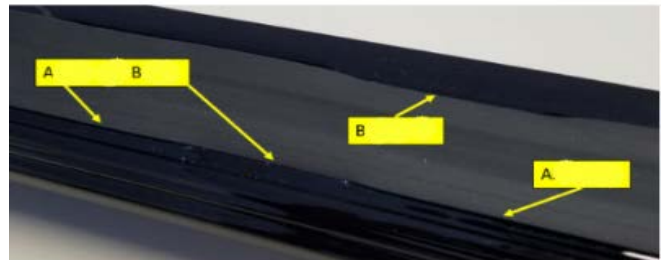
Subject: Noise from Roof Area at Speeds 35 MPH (56 km/h) and Above

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Acadia	2017	2023	-	-	All	All

Involved Region or Country	North America and Middle East
Condition	Some customers may comment on a wind noise originating from the roof area during speeds of 35 mph (56 km/h) and greater.
Cause	The cause of the condition may be the roof rack cross bar rub strip may be above the bar allowing the wind to get under it causing noise.
Correction	Install the new rub strip which has a different profile from the current one, by following the procedure below.

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.



6388145

- AB = Above Bar and Below Bar
- A = Above Bar
- B = Below Bar

If you encounter a vehicle with the rub strip above, above and below, or appears to be sitting on top of the cross bar as seen here, follow the rub strip replacement procedure below:

1. Remove affected Cross Bar from vehicle.
2. Place Cross Bar assembly on work bench.



6388147

3. Locate the center of the top of the bar where there is a rectangular opening under the rub strip.



6388148



6388149

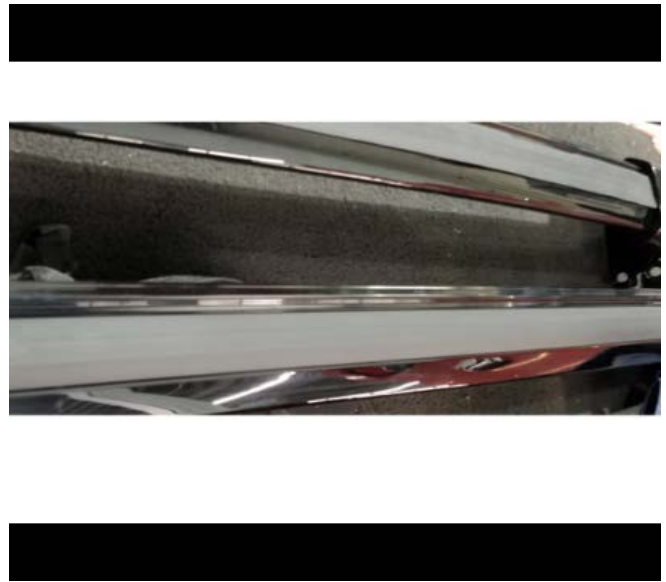
4. Using a Plastic Trim Stick, lift the rub strip at the center of the bar and pull it out of the track from the center outward to one end, then do the same in the other direction and remove it from the bar.
5. Wipe the bar down with a clean cloth



6388150



6388152



6388153

6. Insert the new rub strip into the channel of the bar beginning at the center and work your way to one end, either left or right, by pushing on the strip until it goes under the outer leg of the bar. Then do the same for the other half of the bar.

7. Ensure that the new rub strip is flush to, or below the surface of the bar.
8. Reinstall cross bar on vehicle.
9. Road test to ensure there is no noise from the cross bar at speeds of 35 MPH (56 km/h) and above.

Parts Information

Causal Part	Description	Part Number	Qty
X	Luggage Strip	86578722	1

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
1086728*	Roof Rack Cross Bar Rub Strip Replacement	Use Published Labor Operation Time

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

Version	1
Modified	Released November 17, 2023

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