



Service Bulletin

Bulletin No.: 23-NA-107



Date: December, 2023

TECHNICAL

Subject: Roof Related Water Leak, Key Fob Inoperative and/or Various Remote Control Door Lock Receiver (RCDLR) Concerns

Brand:	Model:	Model Year:		Vehicle Build Date:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Trax	2024	2024	SOP	August 18th, 2023	All	All

Involved Region or Country	North America
Condition	Some customers may comment on a water leak within the vehicle, key fobs inoperative, and/or various concerns related to the Remote Control Door Lock Receiver (RCDLR).

<p>Cause</p>	<p>[Redacted]</p> <p></p> <p>[Redacted]</p> <p>6370899</p> <p>The cause of the condition may be a pin hole / poor sealing in the roof body seam or poor brazing weld. This condition could occur at either the front and/or rear, and on the right and/or left side or cross rail front stud not sealing to body of the vehicle.</p> <p>[Redacted]</p> <p></p> <p>[Redacted]</p> <p>6445100</p>
<p>Correction</p>	<p>Complete one or more of the procedures below based on the extent of the repair needed.</p>

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.

Inspect and repair water leak as necessary.

1. Visually inspect the front right and left roof laser braze, then the rear right and left roof laser braze, for pin holes or a crack.



6445101

If no leaks can be found, inspect the cross rails stud mount locations for leaks.

2. Seal the holes/crack in any laser braze area following the steps below:
 - 2.1. Mix a small amount of Kent® High-Tech Seam Sealer Clear P10200, or Wurth Euroseal Gel Clear 18920104, or equivalent WITH the proper touch-up paint color.
 - 2.2. Avoiding excess sealer build-up within the ditch, work a small amount of the sealer into the hole with a gloved finger.
 - 2.3. Wipe away any excess sealer with a light amount of solvent on a rag or paper towel. The solvent will help the sealer flow into the hole/crack.
3. Clean and dry any wet trim. Refer to *Floor Carpet Drying* in SI.

4. If you encounter a vehicle with the above conditions, you must also include an inspection of the connectors in the water path. Inspect the interior trim and in-line connectors. Inspect x211 (right front passenger compartment) and the remote control door lock receiver for signs of water intrusion.
 - If water is found in a connector, clean the water inside of the connector. Turn vehicle off, disconnect the battery, dry and clean the connector, and apply NYOGEL on terminals for waterproofing.

Parts Information

Contact Kent Automotive at 1-888-YES-KENT or online at www.kent-automotive.com.

Contact Wurth through website www.wurthusa.com, by e-mail at www.customer.service@wurthusa.com, or by calling 1-800-987-8487.

In Canada, contact Wurth through their website at www.wurth.ca/, by e-mail at info@wurth.ca, by calling 1-800-263-5002, or your local Wurth representative.

TAI Lubricants, Inc. PO Box 1579 Hockessin, DE 19707. Tel – 1-302-326-0200. Fax – 1-302-326-0400. Email: sales@TAI-Lubricants.com or visit www.tai-lubricants.com

Causal Part	Description	Part Number	Material Allowance
N/A	Kent Automotive High-Tech™ Clear Seam Sealer	P10200	\$2.30 US / \$3.45 Canada
	Wurth Euroseal Gel Clear (5 oz/ 148 ml)*	18920104 (892.0104 in Canada)	
	PAINT, TOUCH-UP TUBE	See EPC	N/A
	NYOGEL	760G	\$5.00 US / \$6.69 Canada

*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.

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
1488588*	Apply Sealer at Trax Laser Braze - One Location	0.3 hr
Add	Apply Sealer at Trax Laser Braze - Each Additional Location (Maximum of 3)	0.2 hr
*This is a unique Labor Operation for bulletin use only.		

Version	3
Modified	Released June 14, 2023 Revised October 04, 2023 – Added Additional Condition and Inspection Point. Revised November 30, 2023 – Updated Breakpoint Date.

