



# Service Bulletin

Bulletin No.: 20-NA-121

Date: March, 2024

## TECHNICAL

**Subject:** Water Leak at Roof Area, Various Electrical Issues, No Start, Stall, Brake Lamp Not Off, Radio Inoperative, Remote Key Inoperative, TPM Light Illuminated, Malfunction Indicator Lamp (MIL) Illuminated with Possible DTCs C0750 SYM29, C0755 SYM29, C0760 SYM29, C0765 SYM29

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore GX	2020	2024	—	—	All	All
Chevrolet	Trailblazer (VIN M)	2021	2024	—	—	All	All

Involved Region or Country	North America
Condition	<p>Some customers may comment on one or more of the following conditions:</p> <ul style="list-style-type: none"> <li>• Water leak in the front and/or rear of the vehicle (water found under A-pillar and B-pillar trim or in the spare tire area).</li> <li>• Various electrical concerns</li> <li>• No Start/Vehicle Stall</li> <li>• Brake lamps will not shut off</li> <li>• Radio inoperative</li> <li>• Remote key inoperative</li> <li>• Tire Pressure Monitor (TPM) light illuminated</li> <li>• Malfunction Indicator Lamp illuminated</li> </ul> <p><b>Note:</b> Possible DTCs found, but not limited to: C0750 SYM29, C0755 SYM29, C0760 SYM29, C0765 SYM29</p>

Cause



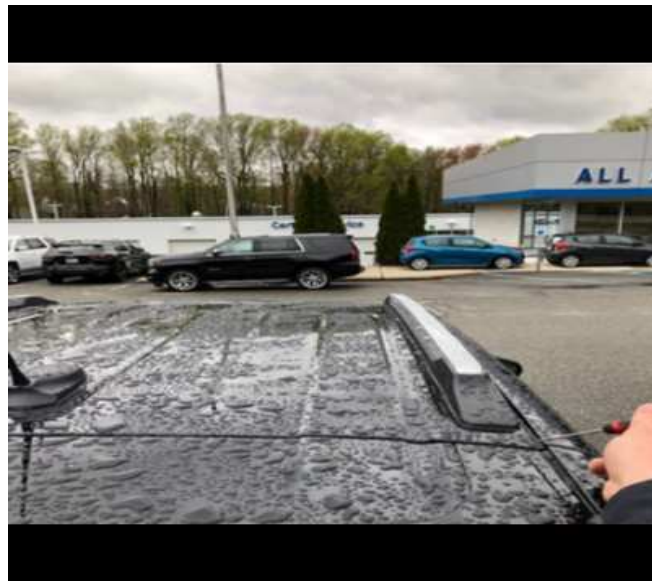
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The cause of the condition may be a pin hole in the roof body seam welding/sealing.

Correction



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Inspect for a leak and repair as necessary.

### Service Procedure

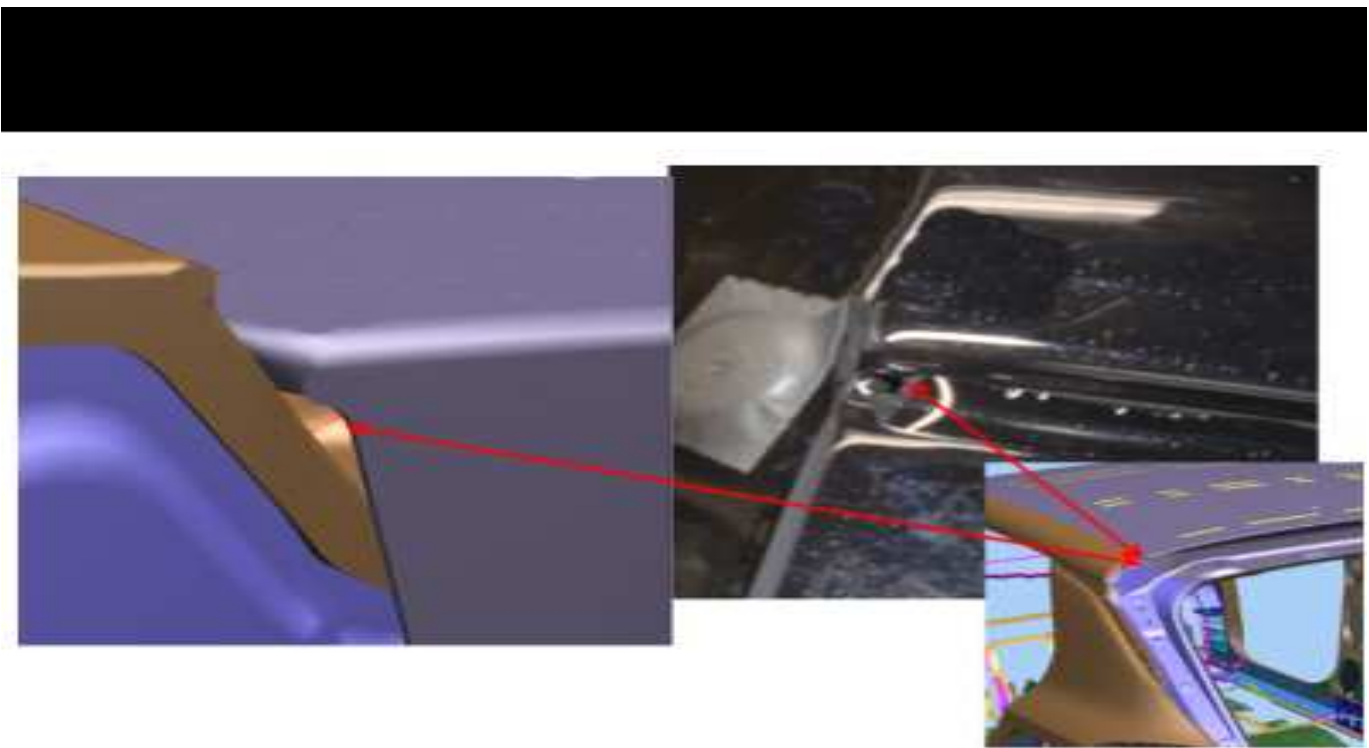


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**Note:** Water leaks in the rear of vehicle were root caused to one large leak at driver side, rear upper liftgate area. The math file below shows the location of the leak, and the photo shows a view from the underside of the roof.

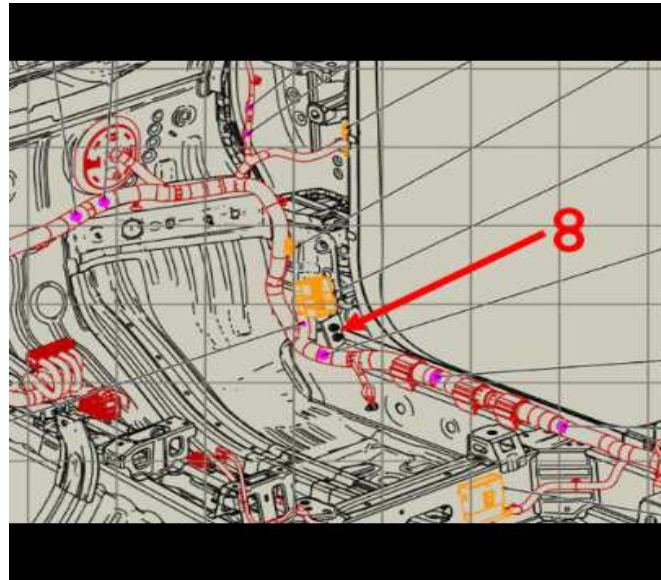


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Once the damage is repaired, apply seam sealer along the roof to body seam to correct the condition.

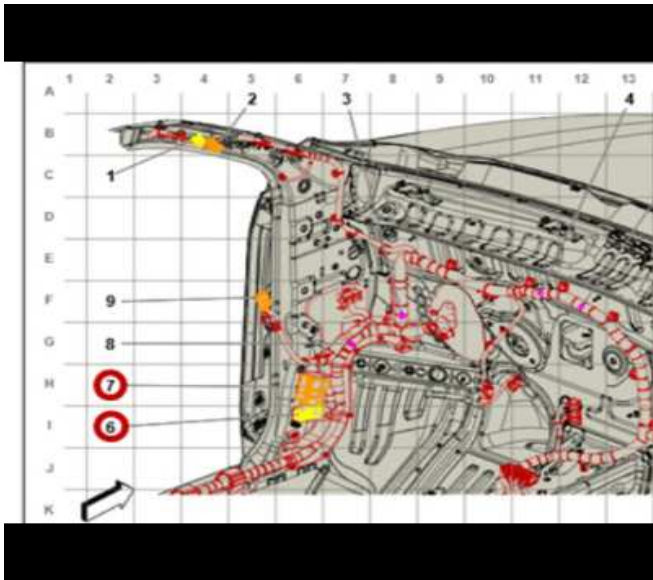
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### Inspect and Clean Body-IP Inline Connectors and Seat Belt Retractor Pretensioners



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Inspect and repair water leak as necessary. If you encounter a vehicle with the above conditions, you must also include an inspection of the connectors in the water path. Inspect both the A and B-pillar interior trim and in-line connectors under the instrument panel (IP) for signs of a water leak at front roof and the rear cargo interior trim, headliner, and spare tire area for signs of a water leak at rear roof. Once the water leak is found, repair any damage that may have been done due to the water leak.

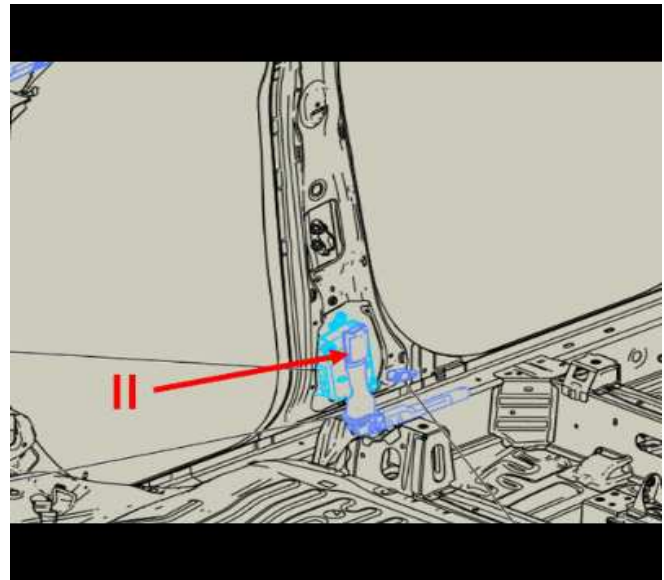


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**(#8) — X204 Instrument Panel Harness to Body Harness, 76-way connector right side**

**(#6) — X202 Instrument Panel Harness to Body Harness, 2-way connector left side**

**(#7) — X200 Instrument Panel Harness to Body Harness, 76-way connector left side**



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**(#11) — F112D Seat Belt Retractor Pretensioner - Driver**

**(#4) — F112P Seat Belt Retractor Pretensioner – Passenger (not shown)**

Clean the water inside of the connector and apply NYOGEL on terminals for waterproofing.

1. With vehicle off, disconnect the battery.
2. To access the connectors, remove the left and right garnish trim. Refer to *Front Side Door Sill Garnish Molding Replacement* and *Center Pillar Lower Trim Panel Replacement* in SI.
3. Inspect the connectors for any moisture. If needed, clean using a clean nylon bristle brush and dry connector using compressed air.
4. Preparing NYOGEL 760G (electrical grease) and flattening tool, apply on IP harness inline connector surface. Make sure all terminal pins are covered enough by grease.
5. Reattach the connectors. Make sure the 2nd locking tab is closed.
6. Reinstall the garnish trim. Refer to *Front Side Door Sill Garnish Molding Replacement* and *Center Pillar Lower Trim Panel Replacement* in SI.

**Parts Information**

Causal Part	Description	Part Number	Qty	Contact Information
N/A	NYOGEL 760G (electrical grease)	760G	1	TAI Lubricants, Inc. PO Box 1579 Hockessin, DE 19707 Tel: 1-302-326-0200 Fax: 1-302-326-0400 sales@TAI-Lubricants.com or visit www.tai-lubricants.com

Causal Part	Description	Part Number	Qty
N/A	Kent® High-Tech Seam Sealer Clear	P10200	1
Or			
N/A	Würth Euroseal Gel Clear	18920104 (892.0104 in Canada)	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
1481498*	Inspect/Clean Body-IP Inline Connectors, Seat Belt Retractor Pretensioners and Body Joint Resealing	1.2 hrs

\*This is a unique Labor Operation for bulletin use only. For consequential damage, use the labor operation associated with this bulletin. All parts and labor associated should be claimed on the same transaction, using OLH as necessary to cover the labor for repair/replacement of the subsequently damaged part(s). Refer to Service Bulletin #18-NA-146 for additional information.

Version	6
<b>Modified</b>	Released June 03, 2020 Revised January 20, 2021 – Added the 2021 Model Year to Encore GX and updated information to inspect the entire roof, not just the rear. Revised March 05, 2021 – Added the Inspect and Clean Body-IP Inline Connectors and Seat Belt Retractor Pretensioners section and updated the Parts and Warranty Information. Revised May 20, 2021 – Updated the Subject and Condition section to include DTCs and other possible conditions. Revised October 22, 2021 – Added 2022 Model Year, also a Note and Graphics were added to the Service Procedure designating a newly found water leak location at the driver side roof/liftgate area. Revised February 27, 2024 – Added 2023 and 2024 Model Years.

