



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Wind Buffeting Noise With a Rear Window Down

Models: 2010-2017 Chevrolet Equinox
2010-2017 GMC Terrain

This PI was superseded to add Model Year 2017. Please discard PIT4916E.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some customers may comment of a helicopter type noise when a rear window is lowered.

This is known as buffeting and it is a low frequency, high volume wind noise that may occur in a moving vehicle with a rear window open.

Recommendation/Instructions

This is a normal characteristic of this vehicle, but the concern can be minimized by lowering a front door glass approximately 1 to 2 inches.

Installation of accessory weather deflectors along the front door glass may also be effective in alleviating the buffeting noise.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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