



Service Bulletin

Bulletin No.: 17-NA-149

Date: October, 2020

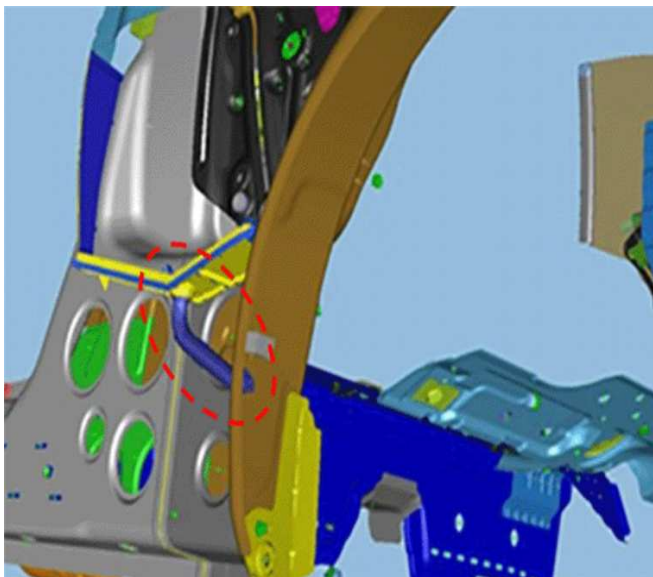
TECHNICAL

Subject: Water Sloshing in Quarter Panel Area When Accelerating or Stopping and/or Long Period of Water Draining from Rear Wheel Well After Vehicle is Parked

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Cascada	2016	2019	—	—	All	All
Opel/ Vauxhall	Cascada	2013	2018				
Holden	Cascada	2015	2018				

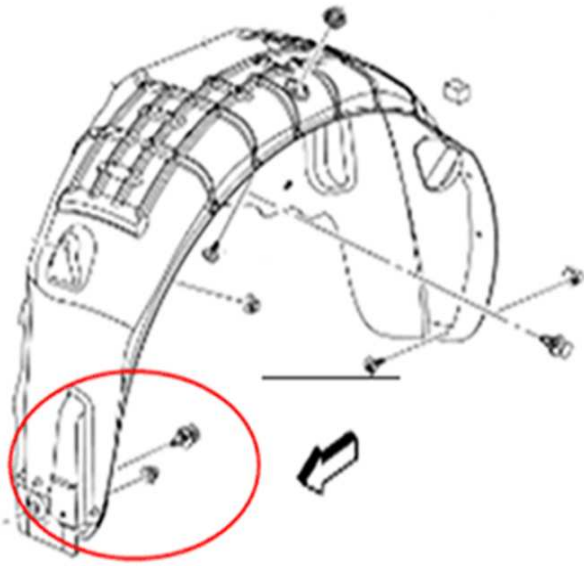
Involved Region or Country	North America, Europe, Australia, New Zealand
Condition	Some customers may comment on hearing water sloshing in the right or left quarter panel area when accelerating or stopping and/or seeing water draining from rear wheel well area for a long period of time after vehicle is parked. In some cases, a customer may note that there is water on the floor in the rear of the vehicle.
Cause	The cause of the condition may be a blocked/clogged rear quarter drain hose or flap, which may allow water to build up in the quarter window cavity. Some examples of the cause of blockage have been found to be: <ul style="list-style-type: none"> • Drain dust flap painted shut. • Drain clogged by body sealer/foam. • Contaminants or debris blocking the drain hole or hose in the quarter window cavity.
Correction	Inspect and open blocked quarter drain flap, and drain hose as necessary following the Service Procedure below.

Service Procedure



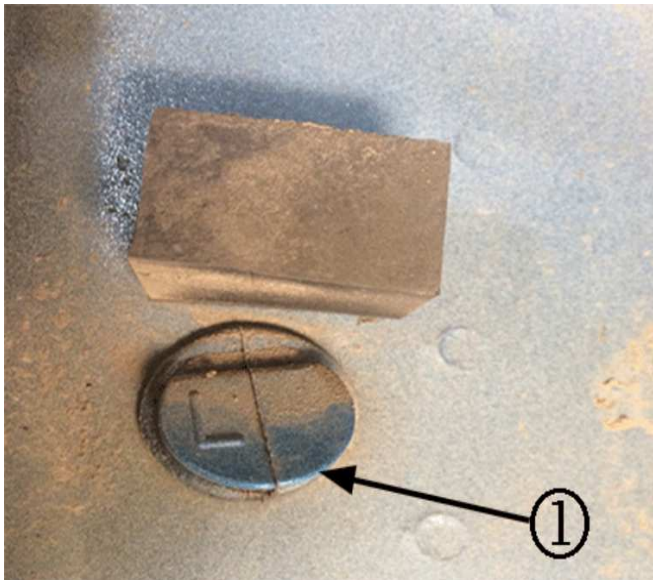
Note: The drain hose (shown circled above) runs from the quarter window cavity to the wheel well. A blockage or clog could occur at either end of the hose.

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1. On the affected side of the vehicle, remove the forward, lower fasteners and pull back a portion of rear wheelhouse liner to gain access to the quarter drain dust flap (shown at the arrow). Refer to *Rear Wheelhouse Liner Replacement* in SI.



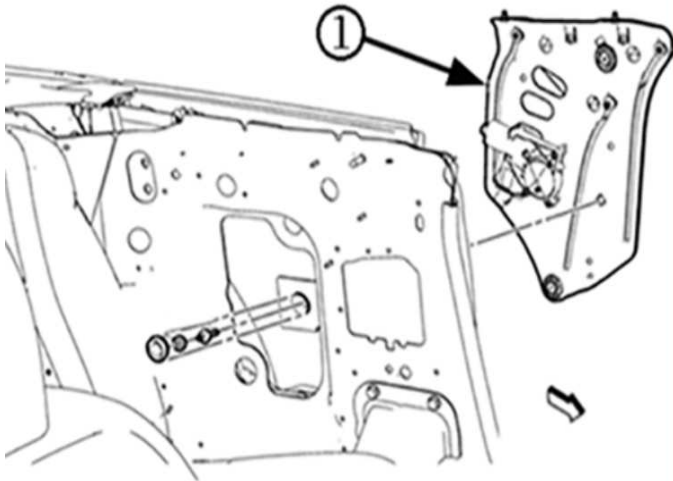
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Note: Inspect for, and remove, any paint that may be holding the drain flap (1) shut.



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2. Using your finger, flip the drain flap open and watch for water to drain out.
 - If all water drains out, no further correction is necessary. The rear wheelhouse liner can be reinstalled.
 - If water did not drain out completely and quickly, reinstall the rear wheelhouse liner, then proceed ahead to step #3.

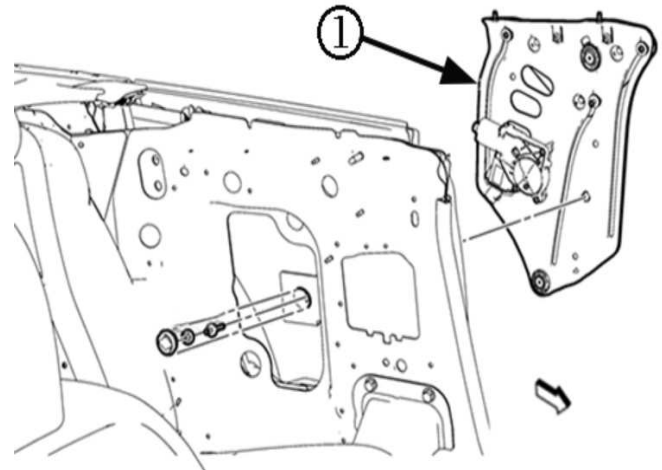


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3. Remove the quarter window regulator (1) in order to gain access to quarter cavity. Refer to *Quarter Window Regulator Replacement* in SI.



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7. Reinstall the quarter window regulator (1). Refer to *Quarter Window Regulator Replacement* in SI.

4. Inspect for, and clear, any debris that may be blocking the drain in the bottom of the cavity. **Capture any debris removed and tag for warranty return.**
5. Test the repair by pouring a small amount of water into the drain area to ensure it properly drains out.
6. After cleaning, be sure to reinstall the water barrier before installing the quarter trim.

Parts Information

No parts are required for this repair.

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
1480808*	Open Blocked Quarter Drain Flap	0.3 hr
Add	Clear Debris from Hose Drain	0.9 hr
*This is a unique Labor Operation for bulletin use only.		

Version	3
Modified	June 23, 2017 – Added Opel/Vauxhall and Holden models. October 13, 2020 – Added 2018 Model Year to Opel/Vauxhall and Holden Models, 2018 and 2019 to Buick Model, repositioned Parts and Warranty Tables.

