



# Service Bulletin

Bulletin No.: 23-NA-060

Date: April, 2023

## TECHNICAL

**Subject: Creak/Tick Noise from the Left (Driver) Side Rear of the Vehicle When Traveling Over Bumps/Uneven Surfaces**

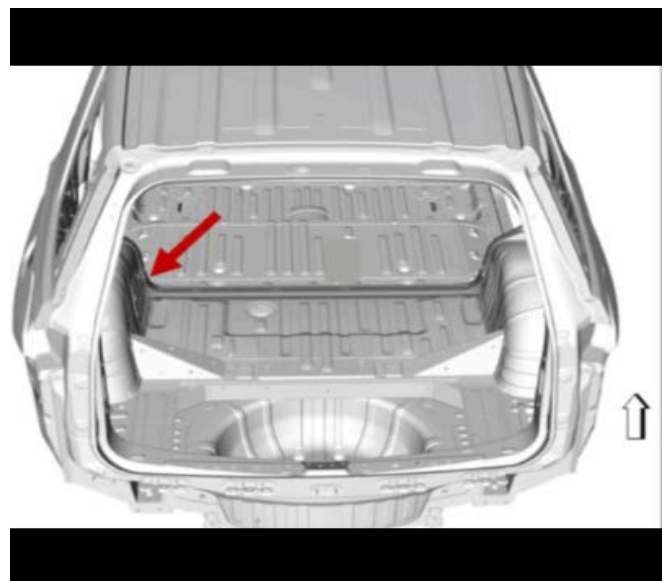
**This bulletin replaces PIT5975. Please discard PIT5975.**

Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2023	2023	SOP	February 1, 2023		
Chevrolet	Traverse	2023	2023				

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may comment on hearing a creak or tick noise from the left (driver) side rear of the vehicle when going over bumps or uneven surfaces during parking lot maneuvers.
<b>Cause</b>	The cause of the condition may be body panel movement at the junction of the left rear wheel house inner panel and the number 5 floor panel extension/cross bow.
<b>Correction</b>	Verify Condition and repair following steps in Service 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.



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1. Access the area at the front of the left rear wheel well inside the vehicle shown in the illustration, refer to *Quarter Lower Rear Trim Panel Replacement (Left Side)* in Si.



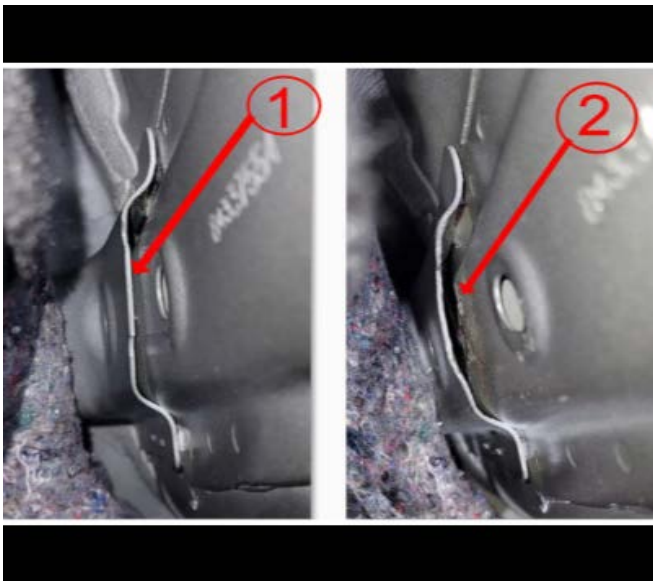
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- 2. Inspect the area circled for possible movement or itching of the body panels.

**Note:** You may be able to duplicate the noise by placing a crow bar in the gap between panels and flexing the outer panel in and out slightly.

**Note:** 3rd row seating does not need to be removed to perform correction, however the left inner quarter panel will need to be removed. The carpet folds down easily to gain access.

- 3. Insert a crow bar or similar pry tool into the gap between panels and bend the panel out.



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(1) shows the area before adjusting the outer panel. (2) shows the area after adjusting the outer panel.

**Note:** Only a minor adjustment is necessary.

- 4. Apply a liberal amount of structural adhesive into the gap between the panels and allow to cure overnight.



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Photo shows the area after repair is complete.

- 5. Fold the carpet back in place and reinstall the inner quarter panel and verify condition is corrected, refer to *Quarter Lower Rear Trim Panel Replacement (Left Side)* in Si.

**Parts Information**

Use one of the materials shown or an equivalent product

Available from Lord Fusor 800-234-3876 <https://www.lord.com>

3M® products are available through your local 3M® distributor. Information about 3M® product retailers in your area may be obtained at 1-866-364-3577 or at <http://3mcollision.com/>

Causal Part	Description	Part Number	Qty
X	*2098 Crash Durable Structural Adhesive (Slow)	Fusor 2098	As needed to fill cavity
X	*3M Impact Resistant Structural Adhesive (ISRA)	0733	As needed to fill cavity

\* 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
*1086658	Apply Adhesive to Quarter Panel Noise	1.5 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released March 31, 2023

