



# Service Bulletin

File in Section: -

Bulletin No.: P11090

Date: October, 2013

## PRELIMINARY INFORMATION

**Subject:** Wet Carpet/Floor at Driver and/or Passenger Footwell Areas

**Models:** 2010-2014 Chevrolet Equinox  
2010-2014 GMC Terrain

### Condition/Concern

Some customers may comment on finding a wet carpet/floor in the driver or passenger footwell area.

This condition may occur due to incomplete or insufficient sealing within the front roof to body side outer panel seams. The condition is most commonly found in the roof ditch within the first 30.5 cm (12 in) rearward from the windshield glass.

### Recommendation/Instructions

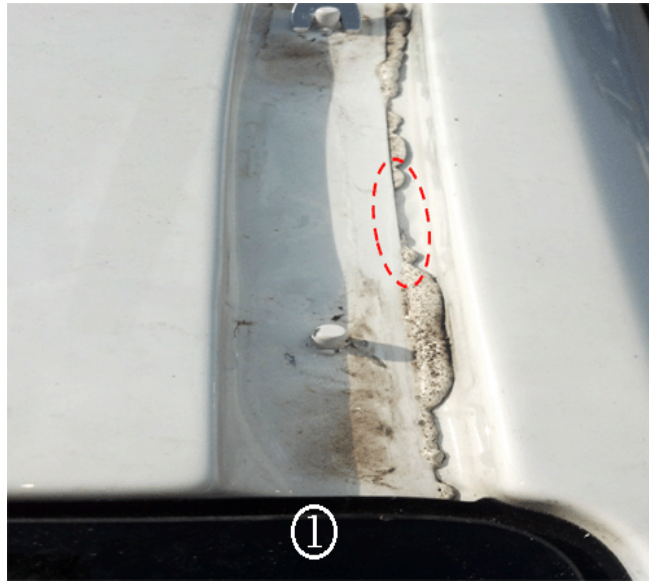


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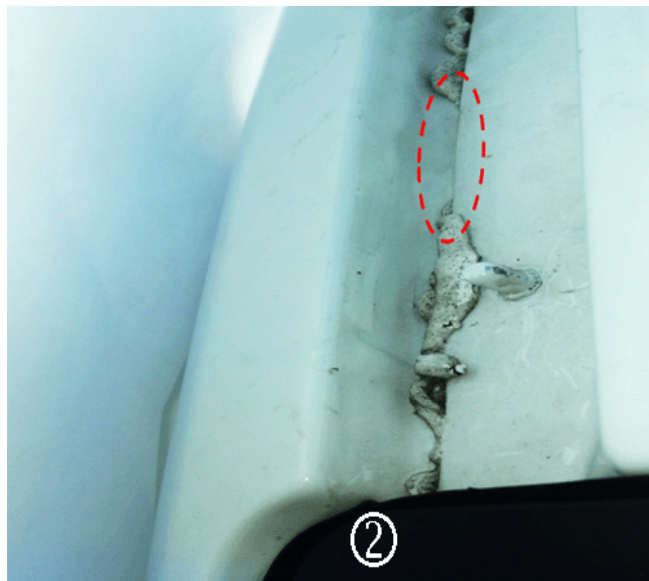
Inspect the vehicle for accumulated water or water spotting in the driver and passenger front footwell areas. Reposition the front carpet and inspect for water/spotting between the carpet and the floorboard.

If evidence of water is found in these locations, inspect the affected side roof ditch for possible voids in the sealer. Inspect for, and correct this leak, following the repair steps below:

1. On the side(s) affected, carefully remove the forward portion of the roof ditch molding; enough to access the first 30.5 cm (12 in) of the roof ditch. Refer to Roof Panel Molding Replacement in SI.



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2. Inspect for voids/gaps in the seam sealer along the outboard edge of the roof ditch. Examples of this condition are shown in the driver side (1) and passenger side (2) graphics above.
3. Clean the affected area and seal all gaps with \*Kent Automotive High-Tech™ Clear Seam Sealer, P/N 10200 (5 oz tube), or equivalent. Avoid excess sealer build up within the ditch while assuring any voids in the factory seal are filled.
4. Allow the seam sealer to adequately set-up, then water test by placing a water hose mid-roof near the ditch, allowing water to run forward to the A-pillar. Visually inspect for any water leaks along the inner roof, A-pillar and floor areas.
5. Once the repair is verified, reinstall the roof ditch molding. Refer to Roof Panel Molding Replacement in SI.
6. Dry the interior of the vehicle as needed. Refer to Floor Carpet Drying in SI.

\* 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.

## Parts Information

Contact Kent Automotive at 1-888-YES-KENT or online at [www.kent-automotive.com](http://www.kent-automotive.com).

Part Number	Description
P10200	Kent Automotive High-Tech™ Clear Seam Sealer

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
0560032	Body Joint Resealing	Use Published Labor Operation Time