



# Service Bulletin

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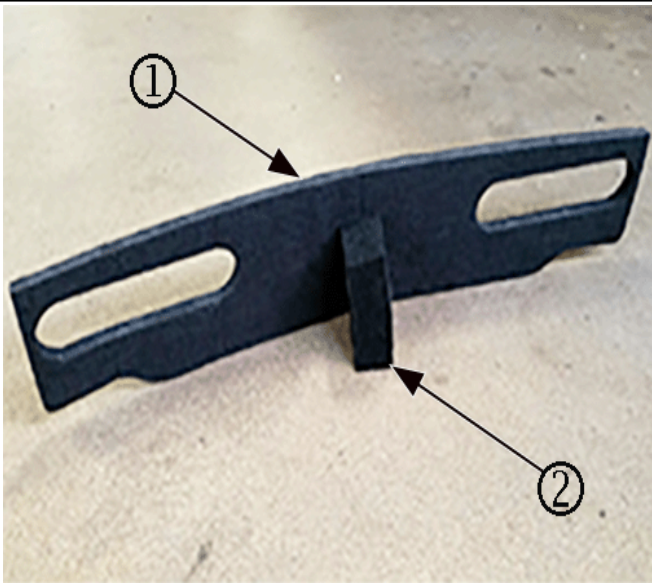
Bulletin No.: 17-NA-265

Date: October, 2017

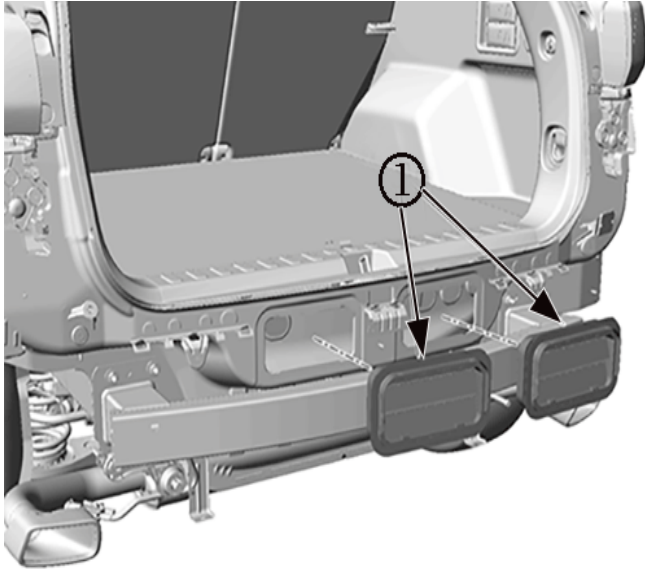
## TECHNICAL

**Subject: Flutter or Thump Noise from Rear of Vehicle**

Brand:	Model:	Model Year:		Date Breakpoints:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox (VIN X)	2018	2018			All	All
GMC	Terrain	2018	2018				

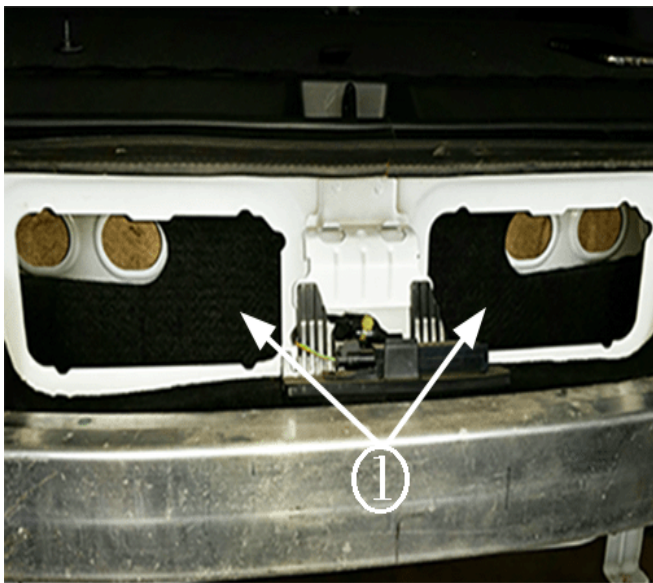
<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Condition</b>	Some customers may comment on hearing a flutter or thump noise from the rear of the vehicle. The noise is most noticeable while driving above 40 km/h (25 mph), with the HVAC off, or in recirculation mode.
<b>Cause</b>	The cause of the condition may be the rear pressure relief valves (PRVs) opening and closing.
<b>Correction</b>	<div style="text-align: center;">  </div> <p style="text-align: right; font-size: small;">4849171</p> <p><b>Note:</b> The installation of an acoustic insulator panel (1) and block (2) will help to dampen the noise. <b>Some vehicles may already have an insulator panel and block installed during production.</b></p> <p>Verify the condition and inspect for the existence of a rear acoustic insulator panel and block installed on the vehicle. Replace the rear PRVs with the new 4 valve design PRVs and add the insulator panel/block as necessary, following the repair steps in the Service Procedure below.</p>

## Service Procedure



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1. Remove the rear fascia and both original rear pressure relief valves (PRVs) (1). Refer to the appropriate *Body Pressure Relief Valve Replacement* procedure in SI.



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2. Inspect for the existence of a foam insulator panel (1) installed on the vehicle.
  - If the insulator panel is NOT visible, continue to step #3 and complete the installation of the insulator panel and block.
  - If the insulator panel IS visible, jump ahead to step #5 for installation of the new 4 valve design PRVs.
3. Install the acoustic insulator panel along the

backside of the chamber between the rear body panel and the inner rear panel, following these steps:



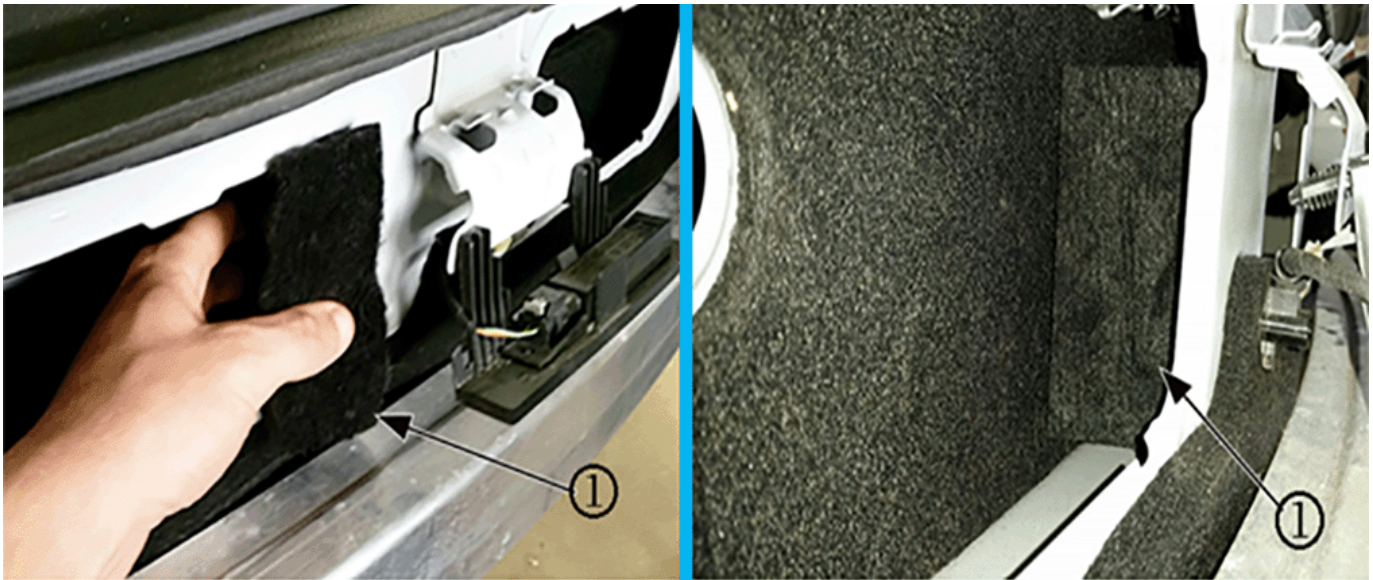
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- 3.1. Slide the insulator panel (1) into one of the PRV openings.



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- Important:** Ensure that the insulator panel is centered and DOES NOT BLOCK any of the holes in the body.
- 3.2. Center the insulator along the back side of the chamber.
  - 3.3. Tuck the outside edges of the panel into the corners.



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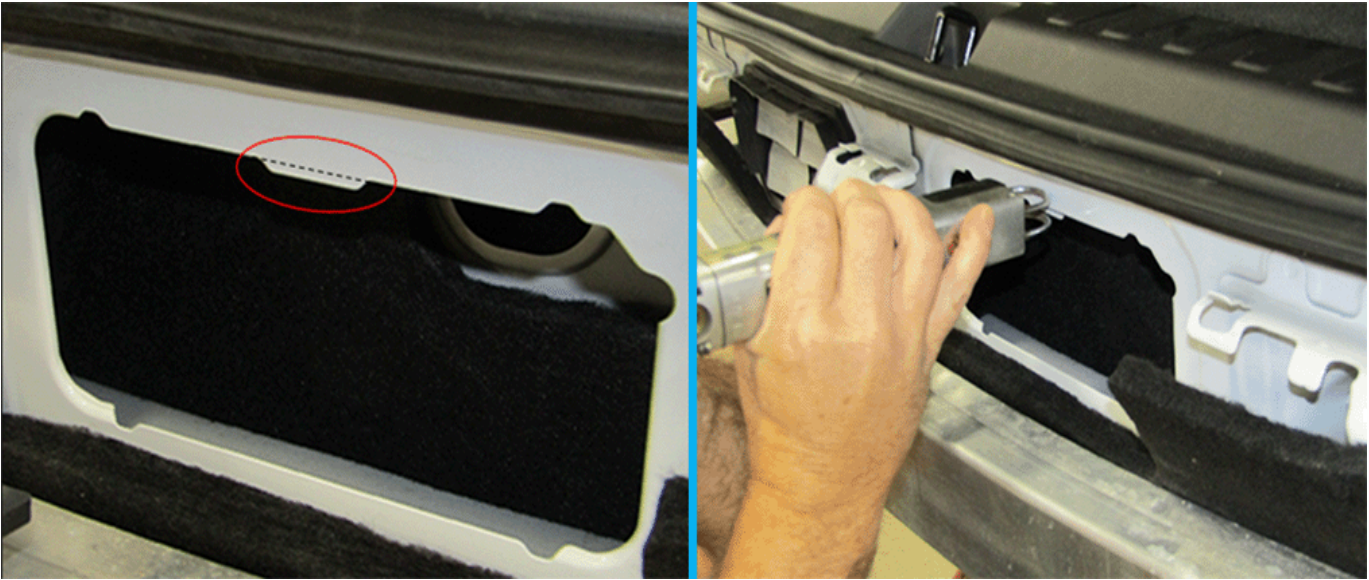
4. Install the acoustic insulator block (1) in the middle of the chamber, between both PRVs.

steps below:



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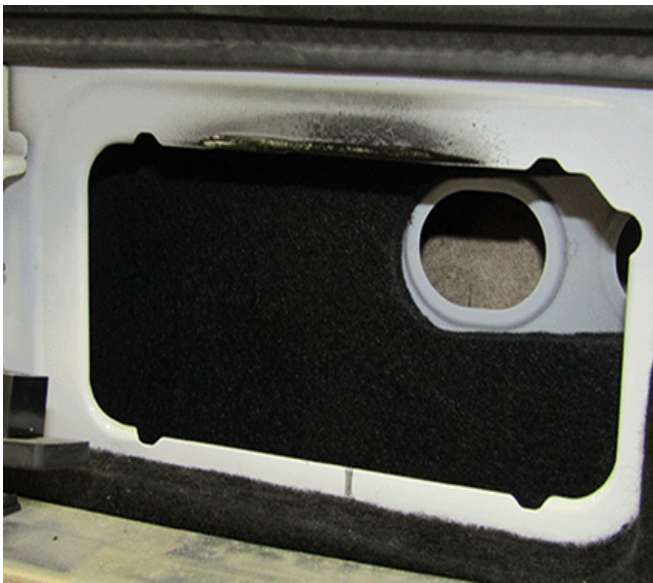
5. Install the new 4 valve design PRVs, following the



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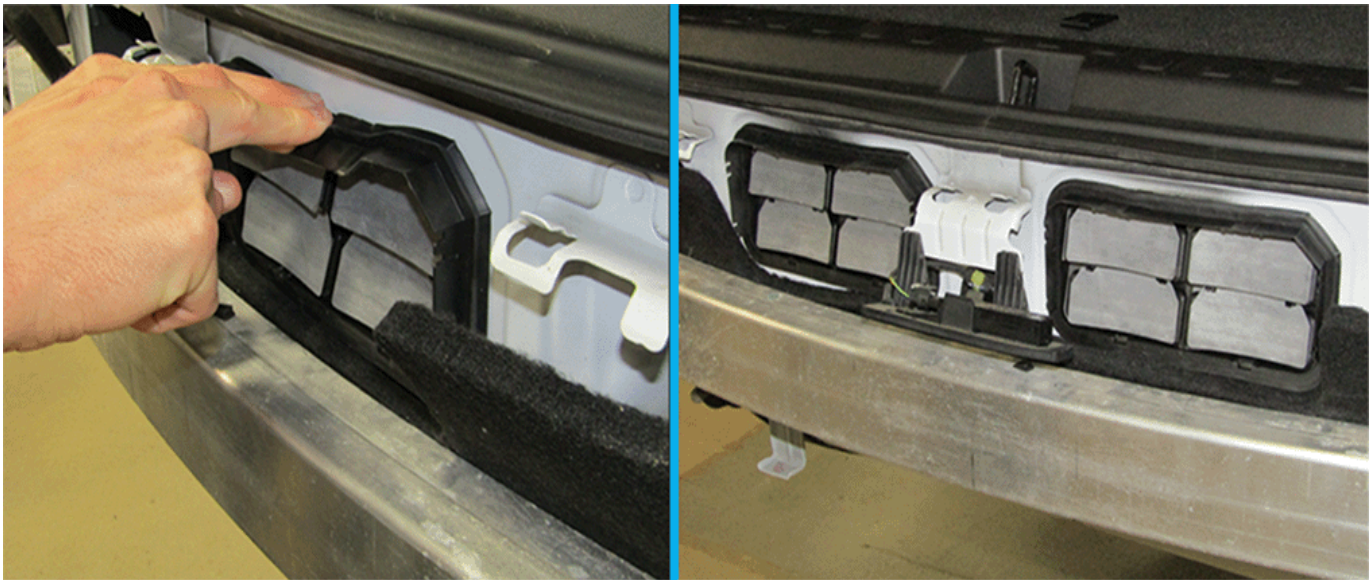
**Note:** The sheet metal tabs should be ground/cut off to be flush with the top edge of the opening.

- 5.1. Using a die grinder or air body saw, remove the sheet metal tab located at the top of EACH PRV opening.



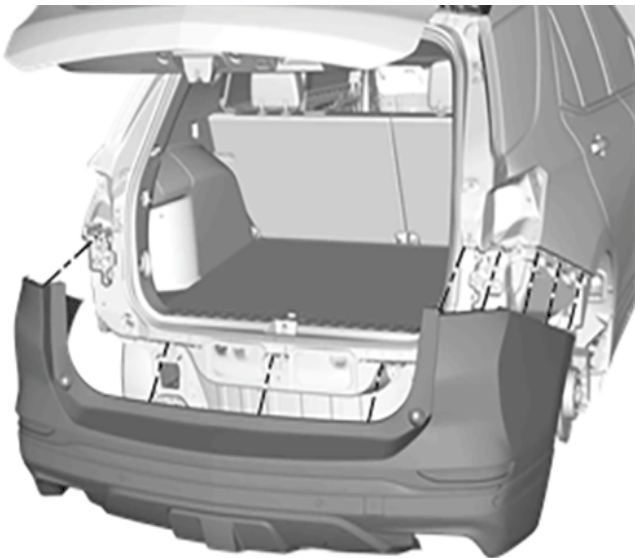
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- 5.2. Apply Lloyds Kryptonite Metal Treatment P/N 36502 Life Long Rust Protection (14 ounce aerosol), or equivalent rust inhibitor, to the bare metal areas.



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5.3. Seat the bottom of each PRV into the sheet metal opening, then snap into place at the top.



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6. Reinstall the rear fascia. Refer to the appropriate *Rear Bumper Fascia Replacement* procedure, in SI.

**Parts Information**

Causal Part	Description	Part Number	Qty
N/A*	INSULATOR ASM-BODY RR PNL	84313892	1
N/A*	INSULATOR-R/END LWR PNL REINF	84313893	1
X	VALVE,QTR OTR PNL PRESS RLF	22788177	2

\*For warranty transactions, DO NOT mark this/these parts as the Causal Part. Enter the word "Bulletin" in the Causal Part Description free-flow text field.

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
1480868*	Inspect for Rear Insulators Installation, Replace Rear PRVs	1.6 hrs
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	October 25, 2017 – Updated Service Procedure and Part information

