



Service Bulletin

Bulletin No.: 17-NA-265

Date: July, 2019

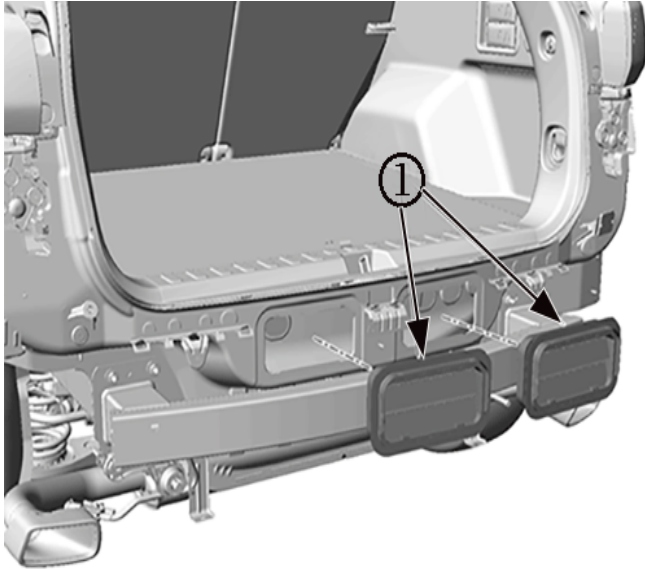
TECHNICAL

Subject: Flutter or Thump Noise from Rear of Vehicle

Brand:	Model:	Model Year:		Date Breakpoints:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2018	2019			All	All
GMC	Terrain						
Holden	Equinox						

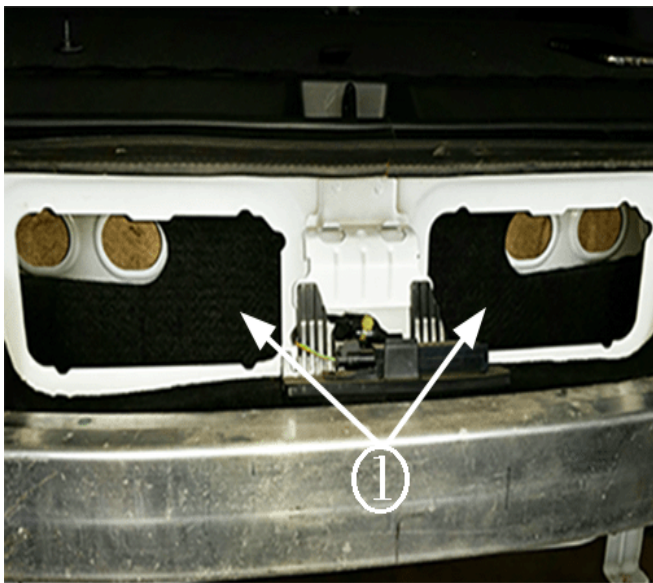
Involved Region or Country	North America, Middle East, Israel, South America, South Korea, Thailand, Egypt, Africa, Australia and New Zealand
Condition	Some customers may comment on hearing a flutter or thump noise from the rear of the vehicle. The noise is most noticeable while driving above 40 km/h (25 mph), with the HVAC off, or in recirculation mode.
Cause	The cause of the condition may be the rear pressure relief valves (PRVs) opening and closing.
Correction	<div style="text-align: center;"> <p>The diagram shows a green L-shaped acoustic insulator panel (1) and a yellow rectangular block (2) positioned to fit into a slot in the panel.</p> </div> <p style="text-align: right; font-size: small;">5376156</p> <p>Note: The installation of an acoustic insulator panel (1) and block (2) will help to dampen the noise. Some vehicles may already have an insulator panel and block installed during production.</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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Note: The current design insulator panel has a different shape than the first design insulator shown in the graphic above. The shape is correctly shown in the illustration in the Correction section.

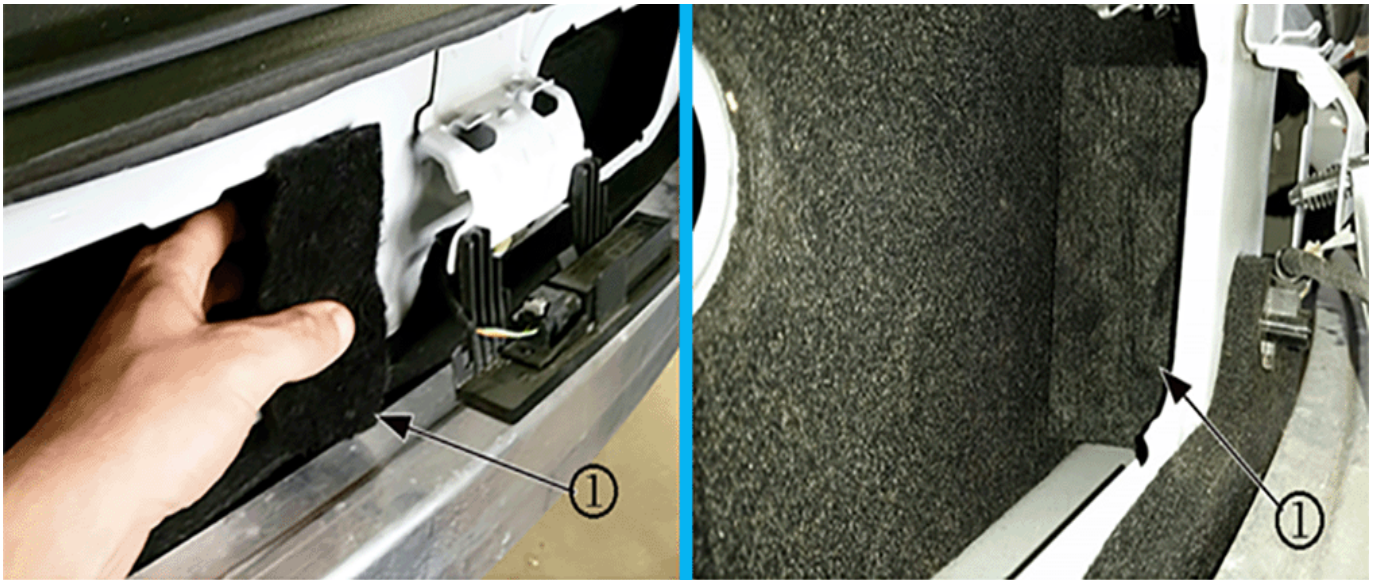
- 3.1. Slide the insulator panel (1) into one of the PRV openings.



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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.



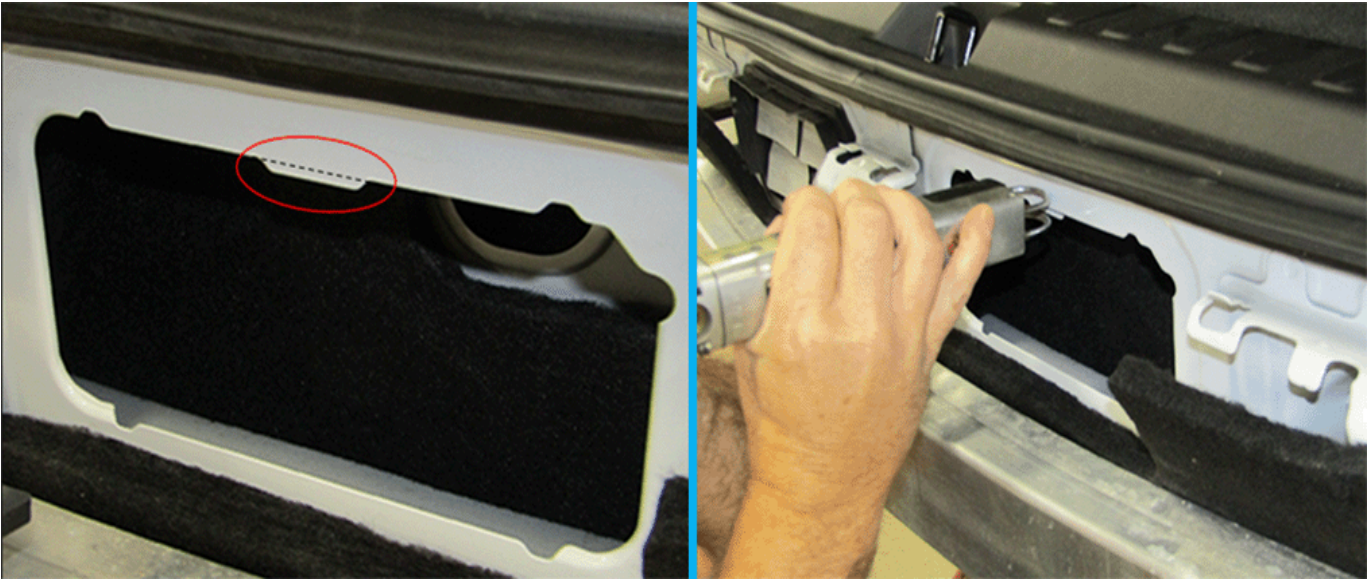
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4. Install the acoustic insulator block (1) in the middle of the chamber, between both PRVs.



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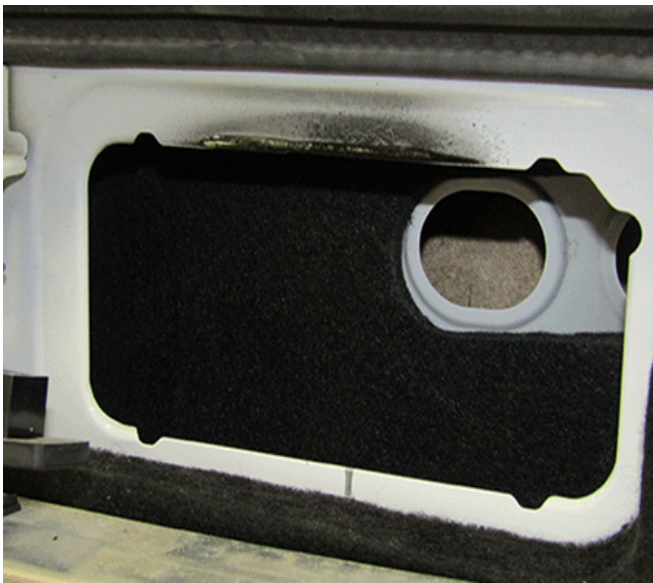
5. Install the new 4 valve design PRVs, following the steps below:



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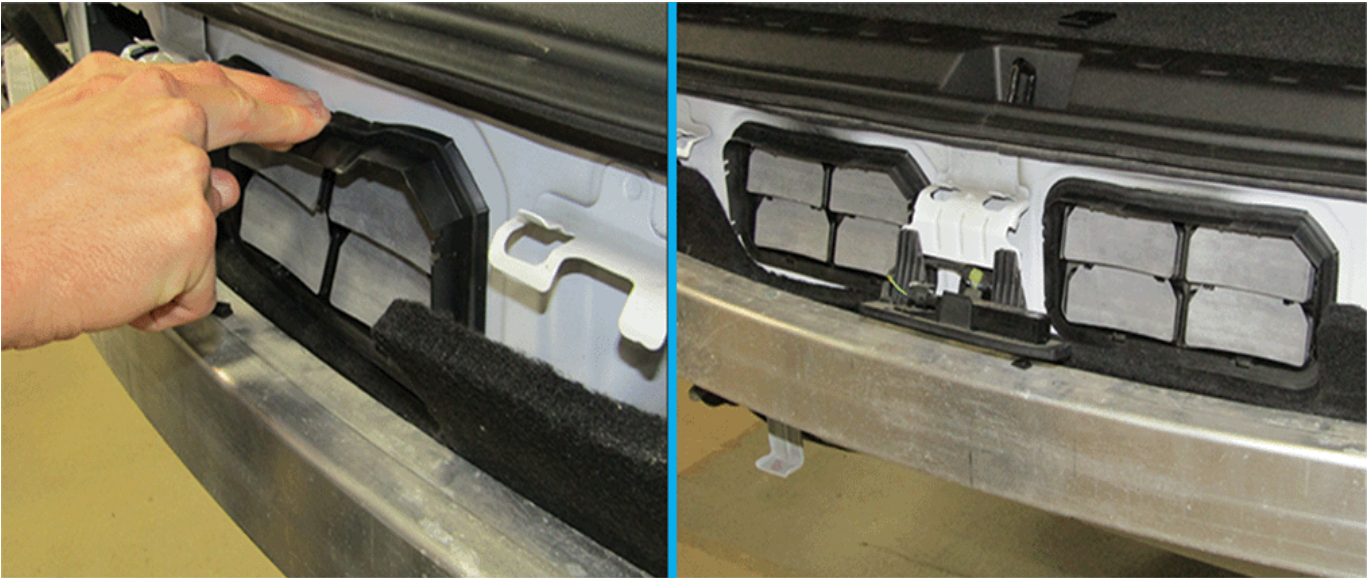
Note: The sheet metal tabs should be ground/cut off to be flush with the top edge of the opening.

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



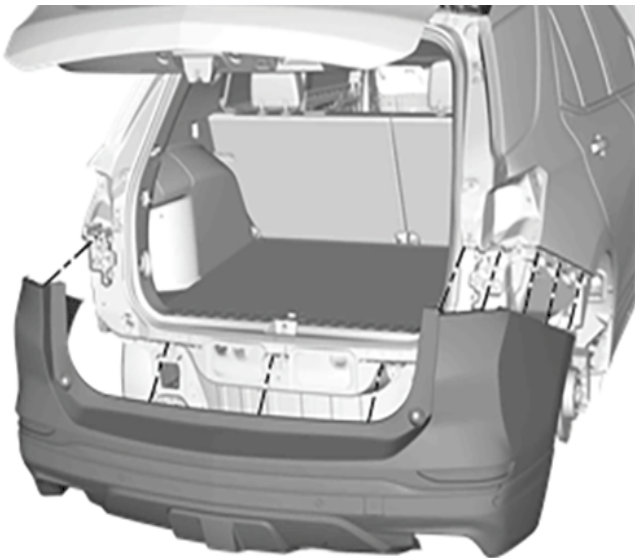
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- 5.2. Apply Lloyds Kryptonite Metal Treatment P/N 36502 Life Long Rust Protection (14 ounce aerosol), or equivalent rust inhibitor, to the bare metal areas.



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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

Dealers can obtain 36502 by contacting Lloyds by e-mail at sales@lloydslaboratories.com, or by calling 1-800-361-6766.

Causal Part	Description	Part Number	Qty	Material Allowance
N/A*	INSULATOR-R/END LWR PNL REINF	84553675	1	N/A
N/A*	INSULATOR ASM-BODY RR PNL	84539985	1	N/A
X	VALVE,QTR OTR PNL PRESS RLF	22788177	2	N/A
N/A*	Lloyds Kryptonite Metal Treatment Life Long Rust Protection	36502	As Needed	\$2.00 (U.S.)** \$2.61 (Canada)**
*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.				
** Submit as Net Item Miscellaneous				

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	4
Modified	Released August 21, 2017 Revised October 25, 2017 – Updated Service Procedure and Parts information Revised July 26, 2018 – Added 2019 Model Year and Updated the Parts Information. Revised July 22, 2019 – Added Holden Model, Updated Correction Graphic and Corrected Part Supersessions in Parts Information.

Added Key Word Search: Rattle, Vent.

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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