



Service Bulletin

File in Section: -

Bulletin No.: PIT4994C

Date: June, 2013

PRELIMINARY INFORMATION

Subject: Liftgate Rattles Over Rough Roads

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

This PI was superseded to update model years and warranty information. Please discard PIT4994B.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some customers may complain of a rattle noise from the rear liftgate on rough roads.

This may be caused by either of the following:

1. Insufficient contact between liftgate wedges
2. Latch contacting striker

Note: The liftgate struts will NOT cause the rattle noise when the liftgate is closed (even though they can be forced to rattle by hand when gate is open).

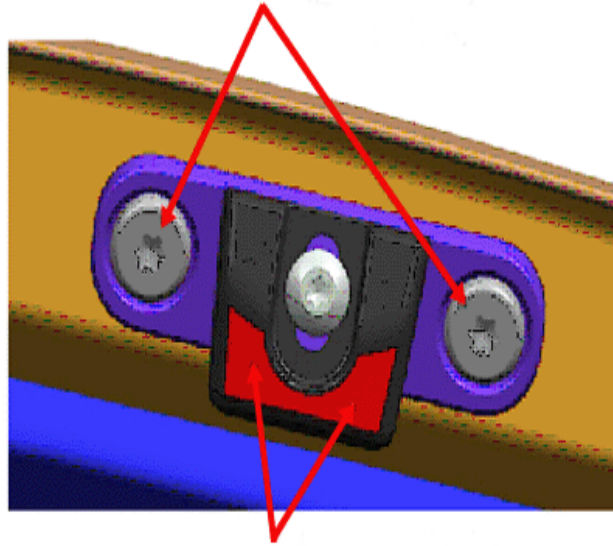
Recommendation/Instructions

Concern 1 - Insufficient contact between liftgate wedges.

Check Wedge engagement (paper test):

Open Liftgate, insert paper between Body Side & Liftgate Side Wedges, close Liftgate, if paper cannot be removed, grease Liftgate Side Wedge with GM#9985880 (in Canada, use 10953481). If paper can be removed, reset Wedges seen below.

To Reset Liftgate Wedges:



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1. Loosen Liftgate Side Wedge center screw to allow center portion to "ratchet" along internal detents freely.
2. Pull center adjustment portion of Liftgate Side Wedges to full downward position.
3. Close Liftgate to full latch engagement. Use power to close w/ Power Liftgate system (if available), close manually on non-power lift gates (do not slam). Open Lift gate.
4. Pull center adjustment portion down one additional detent & torque screw 5.0NM. Note: If Wedge adjustment does not have enough travel for the one additional detent- Add washer GM#11562459 under the two Liftgate Side Wedge attachments to shim as required.
5. Recheck engagement with paper test procedure above, repeat step #4 until paper cannot be removed.
6. Grease Liftgate Side with GM# 9985880 (in Canada, use 10953481) See the picture above.

Concern 2 - Latch contacting striker.

Adjust Liftgate Latch Striker:

1. Loosen (2) Liftgate Striker Bolts through cutouts in the trim carpet.
2. Adjust Striker to the right (passenger side) in ~1.00mm increments. Keep adjustment to a minimum as not to affect Liftgate gaps and flush.
3. Torque Striker Bolts to specification.

Note: MUST reset Wedges per steps 1-6 of the Reset Liftgate Wedges procedure above.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
1414632	Liftgate Adjustment	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.