



# Service Bulletin


Bulletin No.: 17-NA-118

Date: November, 2019

## TECHNICAL

**Subject:** Information on Body Seam Locations as Possible Intrusion Areas for Water Leaks, Musty Odor, Wet Carpet and/or Water Leaking on Driver Side Floor

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Trax	2016	2019			All	All

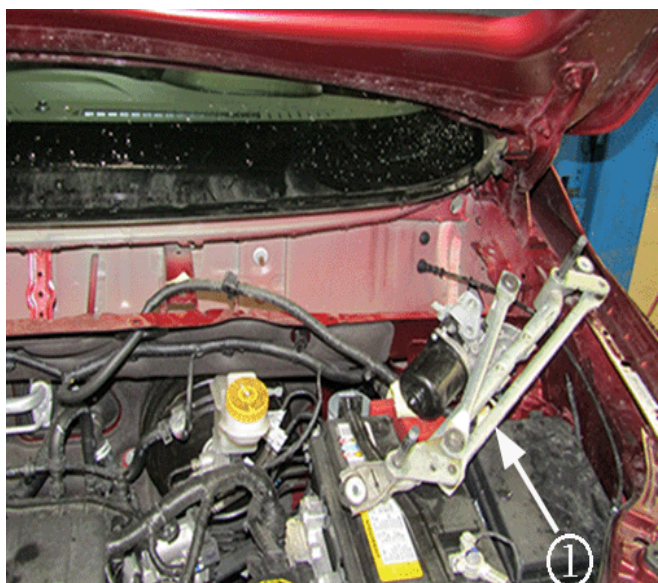
Involved Region or Country	United States, Canada, Mexico, Argentina, Brazil, Colombia, Ecuador, Paraguay, Uruguay
Condition	Some customers may comment on a musty odor, wet carpet and/or water leaking on the driver side floor.
Cause	 <p>4771191</p> <p>The cause of the condition may be voids in one or several body seam areas. The tag/wire noted by the arrow in the graphic above is pointing to one of the more common locations at the driver A-pillar.</p>
Correction	Using Kent Automotive High-Tech™ Clear Seam Sealer, or equivalent, reseal the body seam areas referenced in the Service Procedure below.

### Service Procedure

**Note:** Depending on the location of the water leak, you may have to remove certain interior components in order to repair the leak.

1. If the floor carpet is wet, refer to *Floor Carpet Drying* in SI.
2. Remove the driver side trim/carpet as necessary to visually inspect for the water leak.

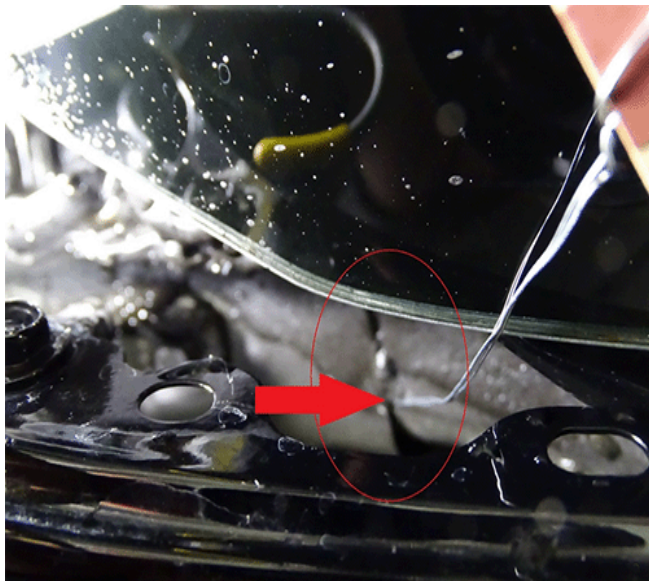
3. Confirm the water leak by water testing the driver side air inlet panel, windshield and A-pillar area.



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4. If leak is confirmed, remove the wiper transmission (1). Refer to *Windshield Wiper Transmission Replacement* in SI.

5. Inspect three particular areas for possible voids/gaps in the sealing material:



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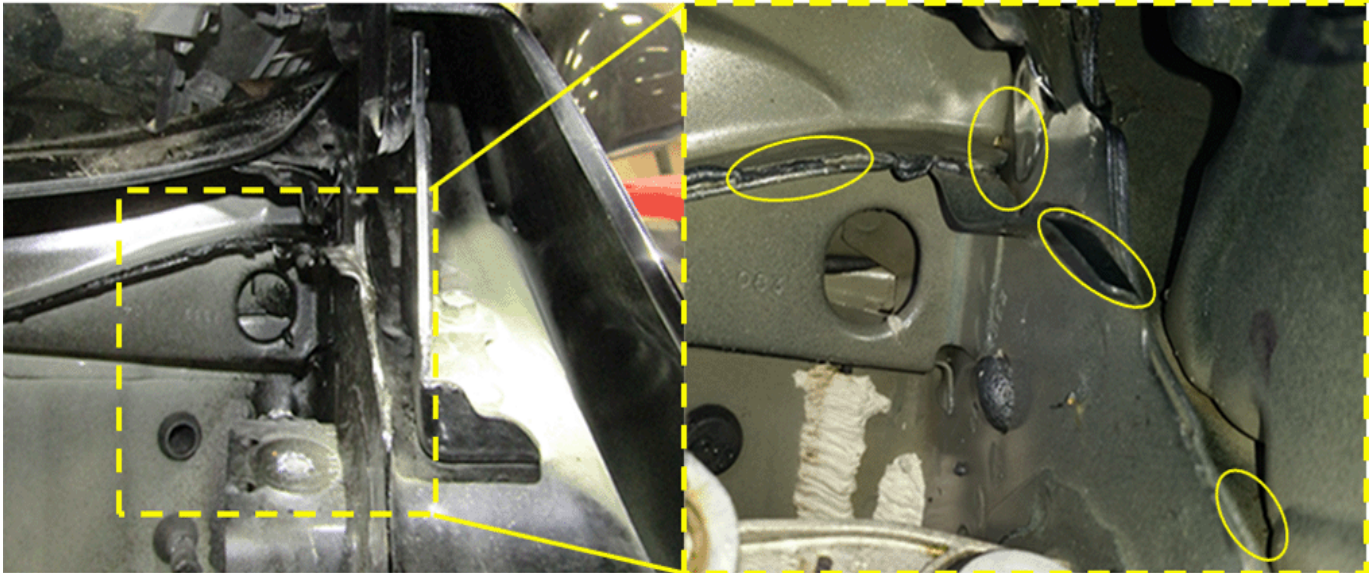
- Inspect the driver side upper hinge pillar seam (below the windshield edge, behind the hood hinge), again shown by the tag/wire in the graphic above.





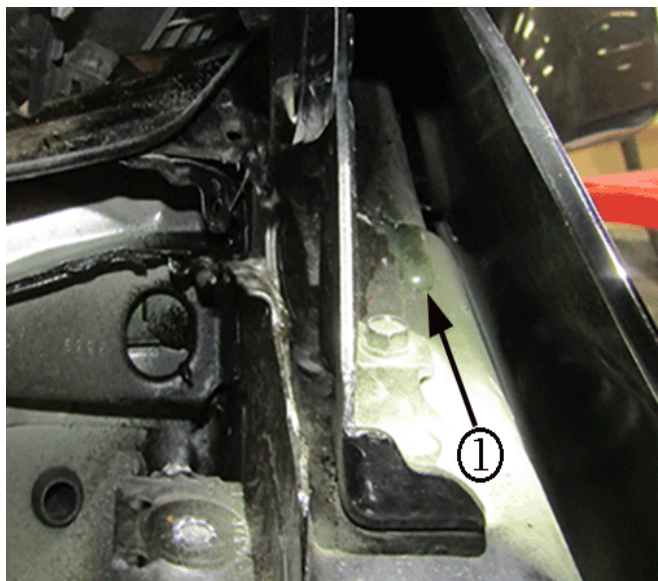
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- Inspect the vertical body seam in the cowl area, shown circled in the graphic above.



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- Also inspect the horizontal seams shown circled in the graphic above.



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6. Seal any voids/gaps in these areas with Kent Automotive High-Tech™ Clear Seam Sealer P/N P10200, or equivalent (1).
7. Repeat water test to ensure leaks have been eliminated.
8. Reinstall the wiper transmission. Refer to *Windshield Wiper Transmission Replacement* in SI.
9. Reinstall any carpet/trim that was removed.

## Parts Information

To obtain the High-Tech™ Clear Seam Sealer, contact Kent Automotive at 1-888-YES-KENT (1-888-937-5368).

Causal Part	Description	Part Number	Material Allowance
N/A*	Kent Automotive High-Tech™ Clear Seam Sealer	P10200 (5 oz)**	\$12.50 U.S. \$16.46 Canada
*For warranty transactions, DO NOT mark this part 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 (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
1481078*	A-Pillar and Plenum Body Joint Resealing (Inc. Water Test)	1.2 hrs
*This is a unique Labor Operation for bulletin use only. For consequential damage, use the labor operation associated with this bulletin. All parts and labor associated should be claimed on the same transaction, using OLH as necessary to cover the labor for repair/replacement of the subsequently damaged part(s). Refer to bulletin 18-NA-146 for additional information.		

Version	4
Modified	<p>July 18, 2017 – Added the 2016 Model Year and additional graphic in step #5.</p> <p>June 20, 2018 – Updated Parts and Warranty Information.</p> <p>November 12, 2019 – Added the 2018 and 2019 Model Years and updated the Involved Region or Country section.</p>