

#09-08-64-010: EI09073-Front and Rear Door Adjustment and/or Alignment for Water Leak, Windnoise, Clunk, Creak, Rattle, Rumble, Squeak, Binds, Door Will Not Close Completely, Poor Fit (Engineering Information) - (Mar 30, 2009)

Subject: EI09073 - Front and Rear Door Adjustment and/or Alignment for Water Leak, Windnoise, Clunk, Creak, Rattle, Rumble, Squeak, Binds, Excessive Effort to Close, Poor Fit, Misaligned (Engineering Information)



Models: 2009 Buick Enclave
2009 Cadillac Escalade, Escalade EXT, Escalade ESV
2009 Chevrolet Avalanche, Cobalt (Built After VIN Breakpoint 97272611), Colorado, Malibu, Silverado, Suburban, Tahoe, Traverse
2009 GMC Acadia, Canyon, Sierra, Yukon, Yukon XL
2009 Pontiac G5 (Built After VIN Breakpoint 97272611)
2009 Saturn OUTLOOK

Attention: Proceed with this bulletin ONLY if the customer has commented about this concern AND the EI number is listed in GMVIS. If the customer has not commented about this condition or if the EI does not show in GMVIS, disregard this bulletin and proceed with diagnostics found in published service information. THIS IS NOT A RECALL - refer to Service Bulletin 04-00-89-053B for more details on the use of Engineering Information bulletins.

Condition

Important: If the customer did not bring the vehicle in for this issue, DO NOT PROCEED with this bulletin.

Some customers may comment about one or more of the following conditions with the front and/or rear doors - water leak, wind noise, clunk, creak, rattle, rumble, squeak, binds, excessive effort to close, difficult to open, inoperative, loose, fits poorly or is mis-aligned. Use this bulletin if, based on preliminary diagnosis, the technician feels that an adjustment and/or alignment of the door(s) will correct the customer complaint or if the vehicle displays an issue where the following labor codes would be used: B4000/B4001 (Front Side Door Adjustment - LH & RH) and/or B4400/B4401 (Rear Side Door Up/Down Adjustment - LH & RH).

Cause

GM Engineering is attempting to determine the "root cause" for the concern with side door alignment. GM Engineering has a need to obtain information first-hand during the diagnosis and repair. As a result, this information will be used by engineering to "root cause" the customer's concern and develop a field fix.

Instructions

Important: DO NOT perform any alignment and/or adjustment to the front and/or rear door

(s).

If a vehicle is encountered with the above condition, contact one of the engineers listed below before performing any additional steps. The engineer may want to examine the vehicle prior to repair and witness the repair process if the vehicle is located within the Metro Detroit area.

Contact information

Vehicle	Engineer	Phone Number
Chevrolet Colorado, GMC Canyon	Ken Danaj	(248) 255-7245
	Don Baker	(248) 755-9390
Chevrolet Malibu	Scott Cervin	(586) 218-9395
Buick Enclave, Chevrolet Traverse, GMC Acadia, Saturn OUTLOOK	Todd Brissette	(586) 709-4735
Cadillac Escalade, Escalade EXT, Escalade ESV, Chevrolet and GMC Fullsize Trucks	Dave Kase	(586) 524-4960
	Don Baker	(248) 755-9390
	Mohamad Sadek	(586) 947-3470
Chevrolet Cobalt, Pontiac G5	Anthony Farchone	(586) 864-5351
	Curt Dressler	(586) 947-5988

If the engineer is unable to take your call, please leave the following information in a message:

- Complete Vehicle VIN and Repair Order Number.
- Dealer Name and Phone Number.
- Technician Name.

If the engineer is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

Use the appropriate labor operation from the Labor Time Guide based on the repair performed.

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.