



Service Bulletin

PRELIMINARY INFORMATION

Subject: Front Sunroof Sunshade Will Not Latch in Closed Position

Models: 2010-2011 Buick Enclave
2010-2011 Chevrolet Traverse
2010-2011 GMC Acadia
2010 Saturn OUTLOOK
Equipped with Sunroof RPO C3U
and Built After August 1, 2009

This PI is being revised to add Parts Information. Please discard PI0341.

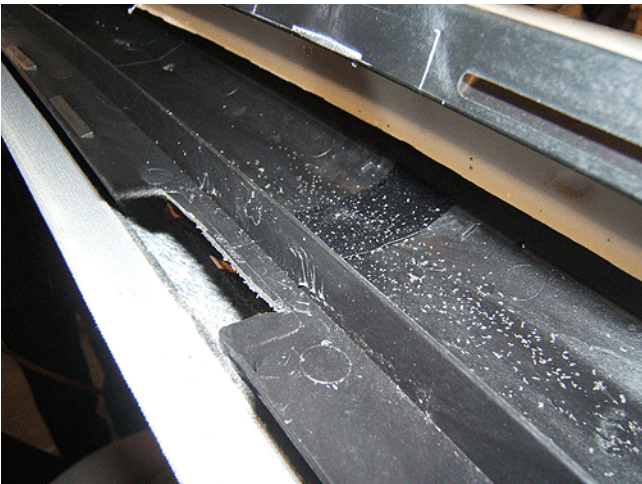
Condition/Concern

Some customers may comment that the front sunroof sunshade will not latch in the closed position.

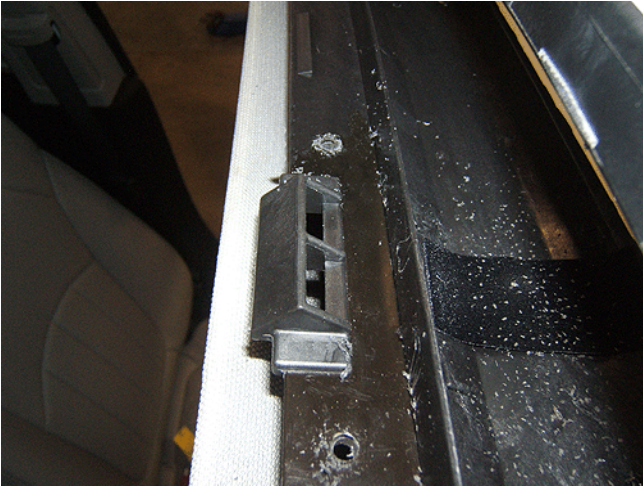
The molded-in sunroof sunshade striker on the sunroof module may be broken.

Recommendation/Instructions

Replace the front sunroof sunshade striker with the service replacement striker by riveting the new striker into the sunroof module assembly.



1. Check that the sunroof sunshade striker fits into where the broken striker was by placing the sunroof sunshade striker under the bottom of the front rail. File to fit if necessary.
2. Place the sunroof sunshade striker on the top surface of the front rail to locate the holes.



Important: When drilling holes, be careful not to drill through the headliner.

3. Drill two 4.5 mm holes.
4. Place the sunroof sunshade striker on the bottom surface of the front rail.



5. Install rivets from the top side to secure the sunroof sunshade striker in place.
6. Verify striker operation.

Parts Information

Part Number	Description	Qty
Kent Automotive Part # 1980 or Equivalent	4 mm (5/32 inch) Aluminum Blind Rivet with Grip Range between 1.19–6.35 mm (3/64–1/4 inch)	2
WPC#585	Sunroof Sunshade Striker	1

*To obtain the striker (WPC# 585), fax the form at the end of this bulletin to the Warranty Parts Center (WPC).

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time

B9962*	Sunroof Sunshade Striker Replacement	0.3 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax BOTH pages so the WPC receives all the needed information. Missing information will delay or prevent the part from being shipped.

Parts Request Form – Warranty Parts Center

Use this form ONLY for U.S. and Canadian Dealers. Export markets and Mexico Dealers must contact their regional Technical Assistance Center for assistance.

To: Warranty Parts Center

e-mail: warrantypartscenterusa@gm.com

or WPC Fax: 248-371-0192

Attn: Jeanette Dunn

Part Being Requested: WPC #585 (Sunroof sunshade striker)

Dealer BAC (U.S.) / Dealer Code (Canada):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

Important: If you do not receive the part within 2 business days after e-mailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901/9902.

IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax both pages so the WPC receives all the needed information. Missing information will delay or prevent the part from being shipped.

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 th

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 information.



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