



Service Bulletin

PRELIMINARY INFORMATION

Subject: Appearance of Discoloration or Corrosion Near Edges/Openings on Chrome Bumpers

Models: 2010-2013 Chevrolet Express, Silverado
2010-2013 GMC Savana, Sierra
Equipped with Chrome Bumpers

This bulletin is being revised to add the 2012 and 2013 model years. Please discard PI0437.

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

Condition/Concern

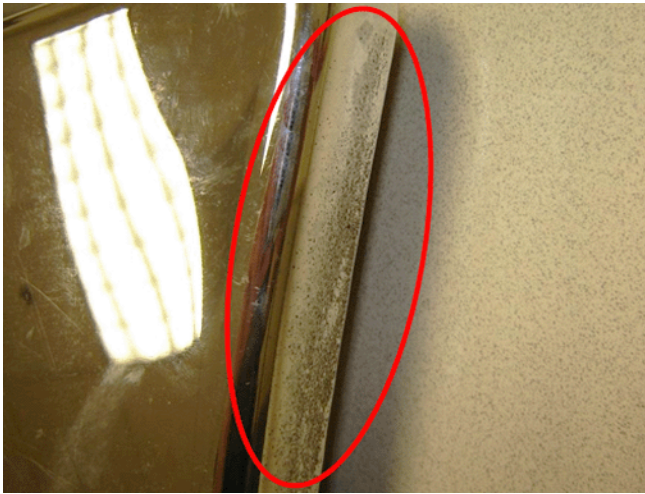
Some customers may comment on what appears to be corrosion or a discoloration of the chrome surface near the edges or openings of the front and/or rear bumpers.

The cause of this condition may be that during processing, the supplier applies a protective paint to the backside of the bumper, and in some instances, the chrome surface was not adequately protected from paint overspray. This paint overspray may appear to be corrosion or a discoloration of the chrome.

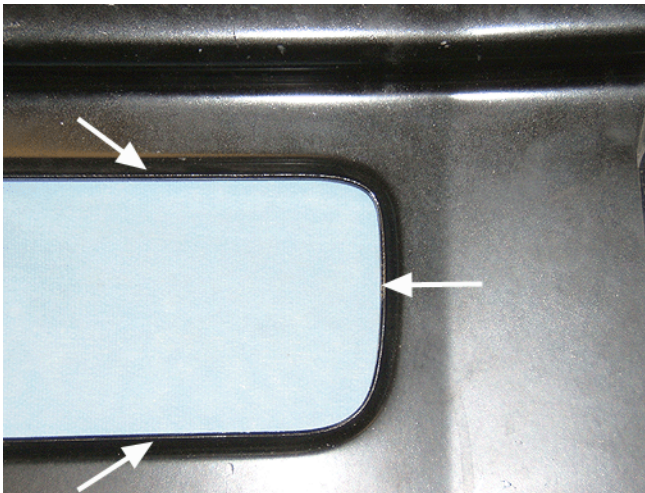
Recommendation/Instructions

Inspect the affected chrome surface to determine whether the chrome only appears to be corroded or discolored from paint overspray, as opposed to the surface of the chrome actually being corroded. Examples of the overspray are shown below:





Important:: Ensure the protective paint coating is not removed from the backside of any surfaces, including the raised edges of openings shown in the graphic below. Only remove the paint overspray from the visible surfaces.



Clean the affected surface to remove any residual overspray of the backside protective paint. Apply *Kent Automotive Acrysol, P/N 20005, or *3M General Purpose Adhesive Cleaner, P/N 08984, or equivalent, to a clean shop towel and wipe the affected chrome surface.

Note: Abrasives are not required to remove this overspray, so if the affected chrome surface cannot be cleaned using the referenced cleaners, the chrome may be affected by corrosion from another source.

*We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.

Parts Information

Contact Kent Automotive at 1-888-YES-KENT or online at www.kent-automotive.com.

3M products may be purchased through your local distributor. Information about 3M product retailers in your area may be obtained by calling 1-866-364-3577 (U.S. and Canada).

Part Number	Description
P20005	Kent Automotive Acrysol™
08984	3M General Purpose Adhesive Cleaner

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
B9974*	Clean Paint Overspray from Chrome Bumpers	0.3 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

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 this information.



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