



Service Bulletin

File in Section: -

Bulletin No.: PIE0272A

Date: October, 2013

PRELIMINARY INFORMATION

Subject: Engineering Information – Sunroof Sunshade Binding, Tearing or Ripping

Models: 2014 Chevrolet Impala with RPO C3U Sunroof

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information PIs.

This bulletin has been revised to update the Instructions section. Please discard PIE0272.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment the sunroof sunshade is binding while being opened or closed and/or the sunshade fabric is ripping or tearing as a result of operating the sunshade.

This condition may occur when the roller shade stops retracting when traveling to the full open position, causing the sunshade fabric to become dislodged from the plastic guide rails and the fabric to wrinkle. This in turn will cause the binding, ripping or tearing to occur.

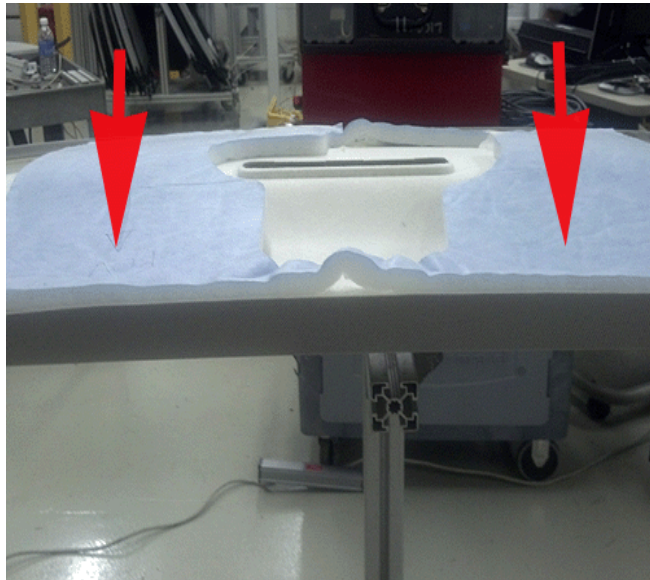
Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

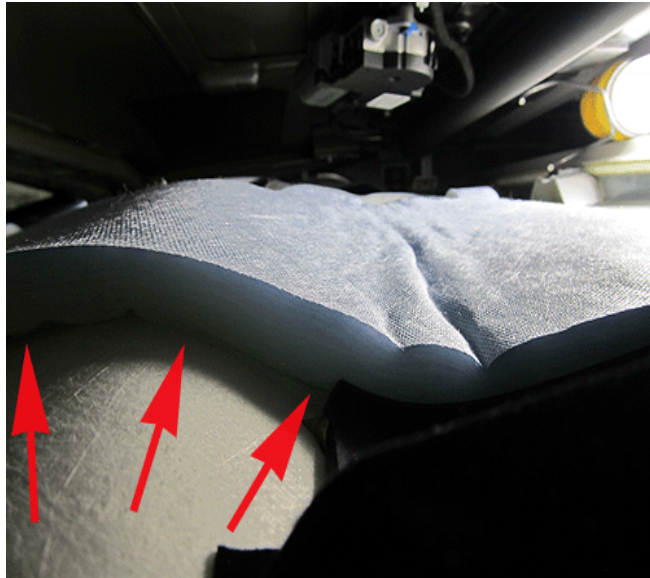
Prior to contacting the engineer, perform the following steps:

1. Lower the headliner trim panel (do not remove the headliner). Refer to Headlining Trim Panel Replacement (With Sunroof) In SI.



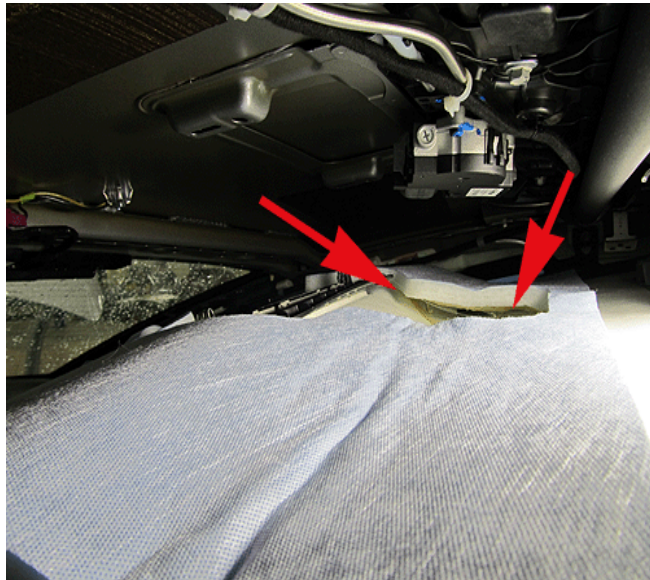
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2. Provide pictures of the inside of the rear headliner showing the blue/white acoustical pad in the following areas:



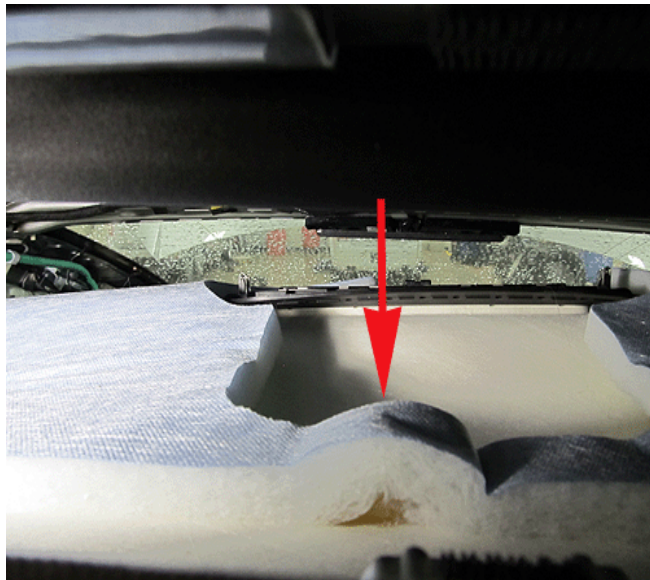
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- Inspect to verify the acoustical material is adhered to the headliner and following the contour of the headliner for the full width of the pad.



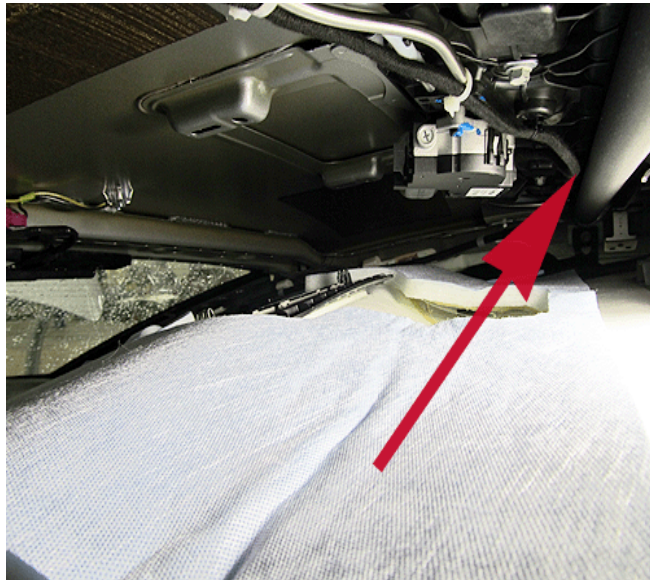
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- Determine if the acoustical pad is **not** adhered to the headliner and is gaping the contour of the headliner.



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- Determine if the material is bunching in the center.



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3. Provide pictures of the inside rear headliner area showing the motor wiring harness to sun shade roller clearance.
 - Note if it appears that the harness is contacting or has contacted the sun shade material on the roller.



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4. Inspect the vehicle and determine how many pieces of insulating material are attached to the cross member.
 - Is the insulating material smooth or hook and loop?

After inspecting the vehicle, contact one of the engineers listed below for further instructions.

If pictures are requested, they should be sent using the Field Reporting Process. Submit a report as outlined in the latest version of Corporate Bulletin Number 02-00-89-002 (U.S. Dealers) or 10-00-89-006 (Canada Dealers). The report must include the PIE number for warranty claim payment.

Contact Information

Engineer Name	Phone Number
Randall Budnick	(248) 303-1167
Gary Bugaiski	(586) 335-1760

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

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

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
6080088*	Engineering information – Sunroof Sunshade Binding, Tearing or Ripping	0.3 hr
Add	Replace Sunroof Sunshade	1.7 hrs

*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.