



# Service Bulletin

File in Section: -

Bulletin No.: PI0900

Date: February, 2013

## PRELIMINARY INFORMATION

**Subject:** Rear Door Exterior Paint Finish Chipped, Cracked or Scratched Along Lower Rear Corner of Rear Side Door Reveal Molding

**Models:** 2012-2013 Cadillac Escalade ESV, Escalade EXT  
Built Between April 1, 2012 and November 2, 2012

### Condition/Concern



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Some customers may comment that the exterior paint finish is chipped, cracked or scratched around the lower rear corners of the rear side door window reveal molding.

The paint damage may appear either as single point chip marks and/or extended chips or scratches.



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The single point chips may occur when the molding is installed during manufacturing. The molding has stiffening ribs on the back that may chip the finish during installation (shown with door trim removed).



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The more extensive damage may be the result of inadequate clearance between the molding and the door (shown with door trim removed).

As the molding expands when exposed to elevated temperatures, it may contact the finish and scratch or chip the paint.

### **Recommendation/Instructions**

**Note:** Some of the materials required for this procedure may need to be ordered. It is suggested that material be obtained prior to scheduling repair with the customer.

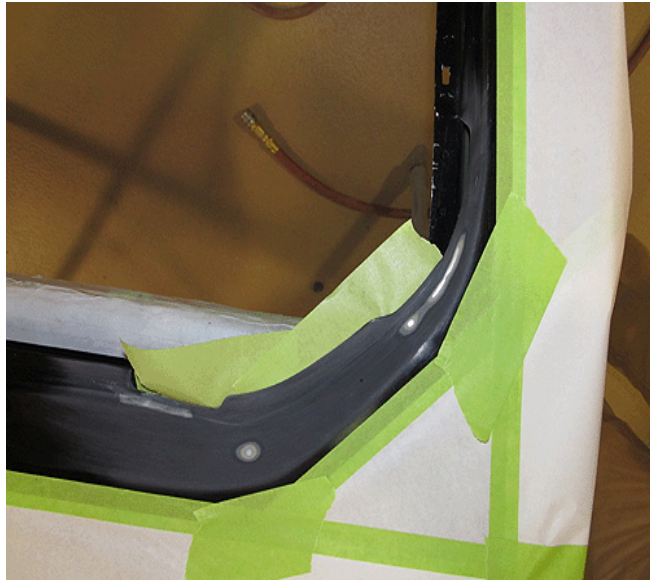
**Important:** Do Not install a new window reveal molding for this concern. Do Not attempt to sand or trim the standoff rib or leading edge on the backside of the reveal molding. The molding is treated with a special hard coat finish. Any attempt to modify the standoff rib or the leading edge will result in damage to the hard coat finish over time. Revise the existing reveal molding following the steps outlined.

To improve the gap between the window reveal molding and the door sheet metal, and to help diminish the possibility of damage from over-installation of the molding, one rubber spacer and one foam spacer will need to be added to the backside of the reveal molding as instructed.

These spacers will be placed directly to the back of the reveal molding in two locations.

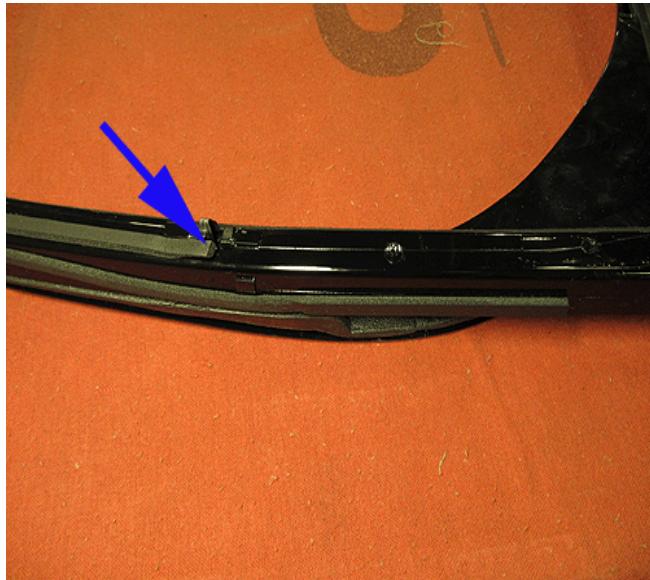
Use the following steps to correct the condition.

1. Remove the affected rear side door reveal molding. Refer to Rear Side Door Window Reveal Molding Replacement in SI.



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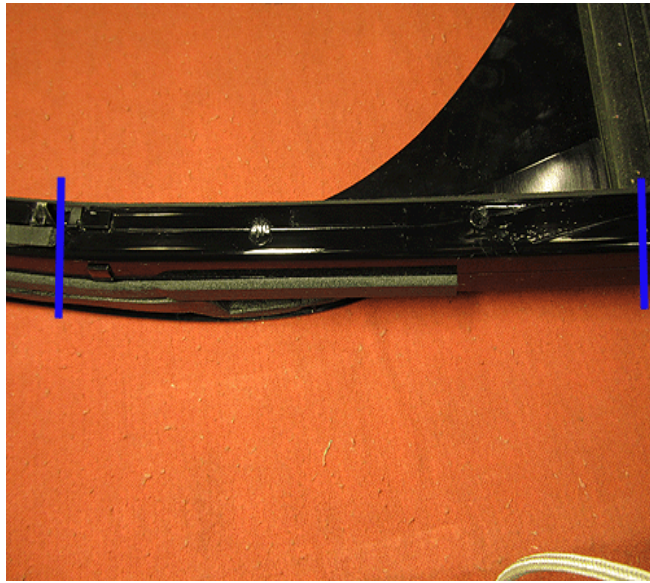
2. Repair the damaged paint finish. Refer to Paint and Coatings in SI. Keep the paint repair area as small as possible. Mask the affected area as shown to minimize the area that needs to be repainted.
3. Revise the rear side door window reveal molding as follows before reinstalling the molding.
  - 3.1. Place the molding on clean, flat, non-scratching work surface.



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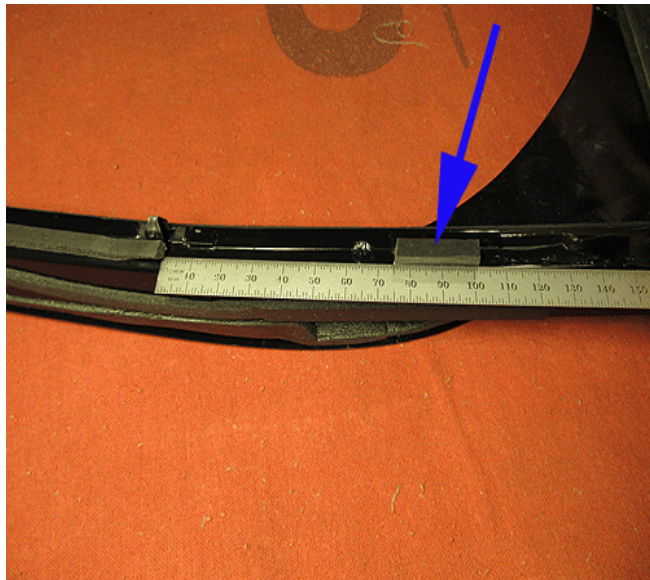
- 3.2. Trim and remove the small weatherstrip material on the molding, from the lowest clip on down as shown.
- 3.3. Clean the back surface of the reveal molding using a general purpose adhesive cleaner to ensure that the surface is free of contaminants that may affect adhesion.

**Important:** Failure to use the adhesion promoter may reduce the adhesion properties of the mounting tape.



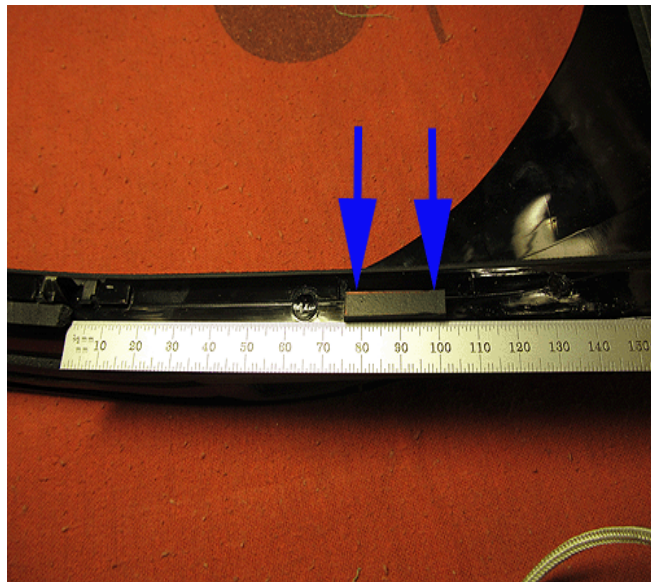
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3.4. Wipe the repair area with \*3M Automotive Adhesion Promoter, 3M P/N 06396.



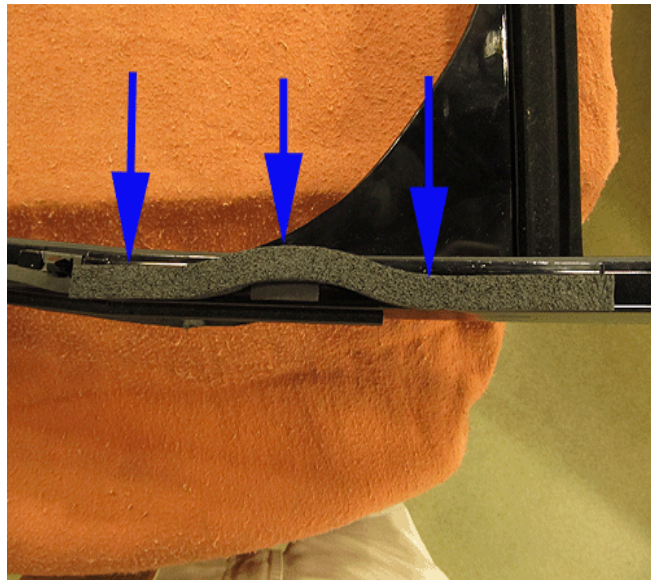
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3.5. Install the supplied spacer (WPC#695). Locate the spacer 75 mm (3.0 in) from the lower clip as shown.



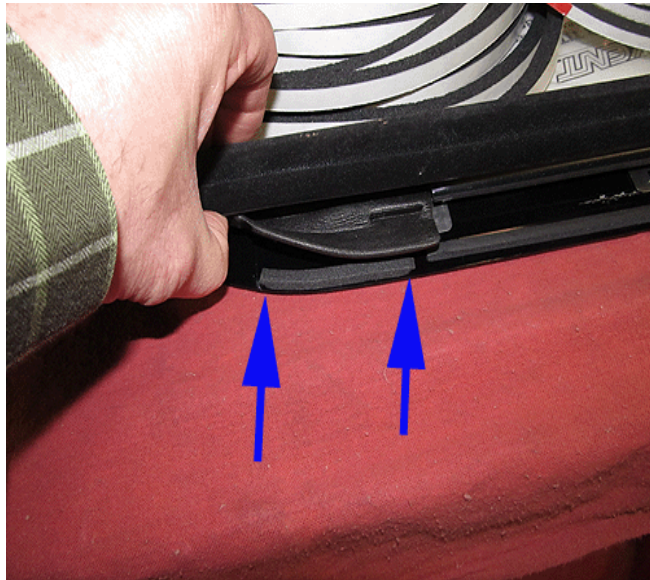
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Ensure the spacer is positioned toward the rear edge of the molding, rearward of the molded in flat area.



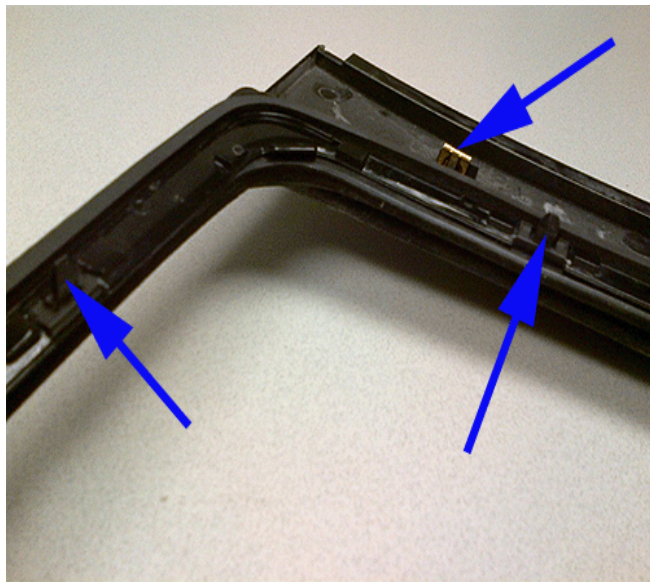
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3.6. Install replacement weatherstrip material as shown. Use 3/8" X 5/16" closed cell self adhesive material such as \*Kent Industries Part # P46490 or the equivalent.



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- 3.7. On the lower inner corner of the molding, recessed slightly behind the edge of the molding to prevent visibility, install a 65 mm (2.5 in) long piece of 1/4" X 5/32" closed cell self adhesive foam weatherstrip material such as \*Kent Industries Part # P46480 or the equivalent as shown.



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- 3.8. Replace each of the original retaining clips on the window reveal molding with new clips to ensure good retention.

**Note:** If any of the original weatherstrip material is missing or disrupted, use the appropriate size self adhesive material to restore the seal.

**Important:** Ensure care is taken during installation of the reveal molding to prevent damage to the paint – review the following steps prior to installation.



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4. Protect the paint finish on the vehicle by taping off the repair area as shown using masking tape. Do not install the tape in a way that it cannot be removed with the molding installed.

**Tip:** Work the forward edge of the molding down first, then complete installation of the rearward edge.

5. Reinstall the affected rear side door reveal molding. Refer to Rear Side Door Window Reveal Molding Replacement in SI. Use care to not displace or tear the weatherstrip material installed in step 3.6.



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6. Ensure all of the retaining clips are fully engaged. Use a small screwdriver or hook if necessary (1).
7. Tuck any excessive weatherstrip material between the molding and the door.

\* 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

\*This product is currently available from Kent Industries (1-888-YES-KENT).

\*\*This product is currently available from [www.3M.com/automotive](http://www.3M.com/automotive).

Part Number	Description	Quantity
*P46490	*Kent Industries 3/8" X 5/16" Sponge Rubber Weatherstrip	As Required
*P46480	*Kent Industries 1/4" X 5/32" Sponge Rubber Weatherstrip	
**06396	*3M Automotive Adhesion Promoter	

Part Number	Description	Quantity
WPC 695	Rubber Spacer (2 Spacers per Sheet / Enough to Repair 2 Doors)	1
25895275	Clip, Rear Window Reveal Molding (Black)	9
11570612	Clip, Rear Window Reveal Molding (Gold)	3

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time	Material Allowance
B6839*	Remove, Update and Reinstall Rear Side Door Window Reveal Molding	0.8 hr	N/A
Add #1	Rear Side Door Outer Panel Partial Refinish Color/ Clear Coat	2.4 hrs	GN
Add #2	With Tint Coat/Tri-Coat Paint	0.3 hr	GB

\*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 that 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., Canadian and Mexico Dealers. Export markets located outside of North America must contact their regional Technical Assistance Center for assistance.**

To: Warranty Parts Center

e-mail: [warrantypartscenterUSA@gm.com](mailto:warrantypartscenterUSA@gm.com)

or WPC Fax: 248-371-0192

Attn: Jeanette Dunn

Part Being Requested: WPC695

Rubber Spacer (2 Spacers per Sheet / Enough to Repair 2 Doors)

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

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 that the WPC receives all the needed information. Missing information will delay or prevent the part from being shipped.