Service Bulletin

File in Section: -
Bulletin No.: PI1005B
Date: October, 2014

PRELIMINARY INFORMATION

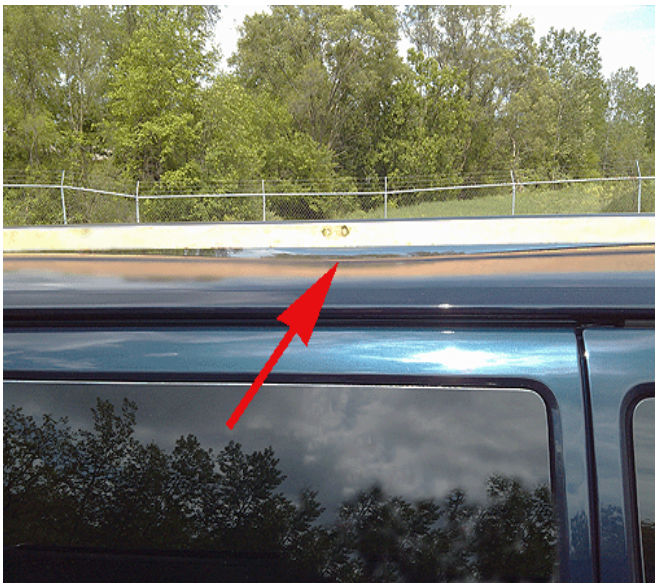
Subject: **Exterior Roof Panel Sag/Depression**

Models: **2013-2014 Chevrolet Express Extended Vans (Passenger and Cargo)**
2013-2014 GMC Savana Extended Vans (Passenger and Cargo)

Attention: **This Bulletin also applies to any of the above models that may be Middle East and Israel export vehicles.**

This PI has been revised to update the Models information. Please discard PI1005A.

Condition/Concern



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Some customers may comment that a sag/depression area appears on the roof of the vehicle at times and then goes away. This condition is most prevalent on dark colored vehicles. The affected area is 3 to 7 feet (0.9-2.1 m) from the rear edge of the roof with the deepest depression at 5 feet (1.5 m) from rear edge. The sag appears when the van is sitting outside in the sun and it will go away when van roof surface cools down but will re-appear when parked back in the sun. This sag is most prevalent on the passenger side of the vehicle. In some rare cases it may also appear on the driver side.

This condition is caused by an insufficient amount of (anti-flutter) sealer between the third and fourth roof bows and the outer panel. As the roof panel expands in the sunlight, the sealer does not expand as intended, causing the low areas to appear.

Recommendation/Instructions

Use the following steps to remove the sealer (anti-flutter) in the affected area and install shim material.

Note: If possible, perform these steps in direct sunlight. This causes the roof outer skin to expand and increases the gap between the roof panel and the roof bows allowing easier installation of the shim material.

1. Remove the rear headliner assembly. Refer to Headlining Rear Trim Panel Replacement in SI.

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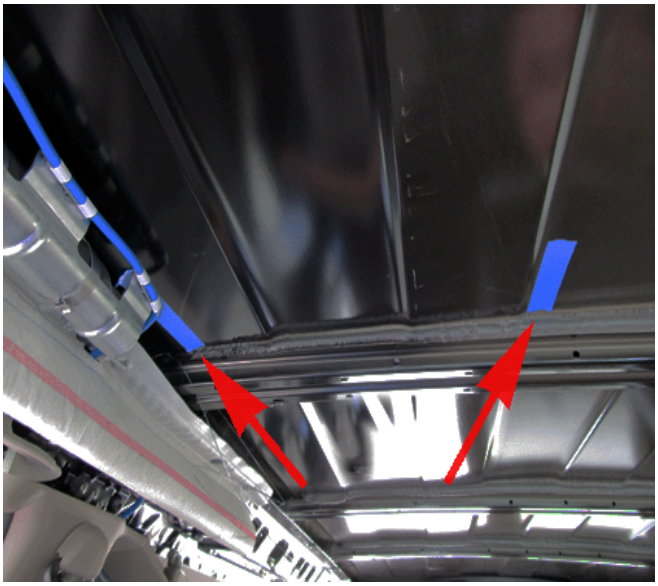
2. Locate the third and fourth roof bow (counting from the front of the vehicle).



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3. Mark the section shown with masking tape.

   If required, repeat this procedure on the driver side of the vehicle.

Caution: DO NOT USE UTILITY KNIVES, PUTTY KNIVES OR SIMILAR RIGID METAL TOOLS. Use care to not damage the roof outer sheet metal while cutting the anti-flutter material (sealer). Do not use any hard metal tools to cut the material, this may create out dings in the roof panel.

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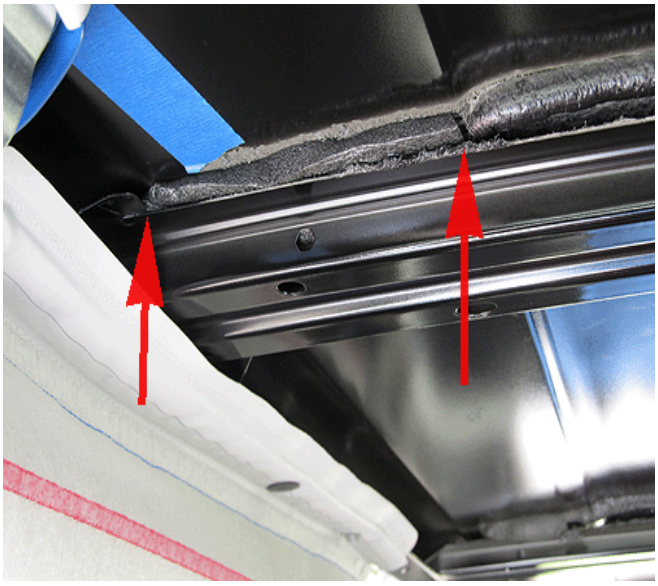
4. Cut the anti-flutter material using a wire windshield cut out tool.
5. Remove any loose anti-flutter material using a plastic trim stick or plastic putty knife. It is not necessary to remove all of the old material, only the loose pieces.
6. Prepare adhesive backed foam shim stock as follows:
   – Cut four 120 mm (4.75 in) pieces of *Kent Industries Part # P46500 3/4 X 5/16 in. Adhesive Back Foam Shim Stock.
   – Cut four 120 mm (4.75 in) pieces of *Kent Industries Part # P46505 3/4 X 7/16 in. Adhesive Back Foam Shim Stock.



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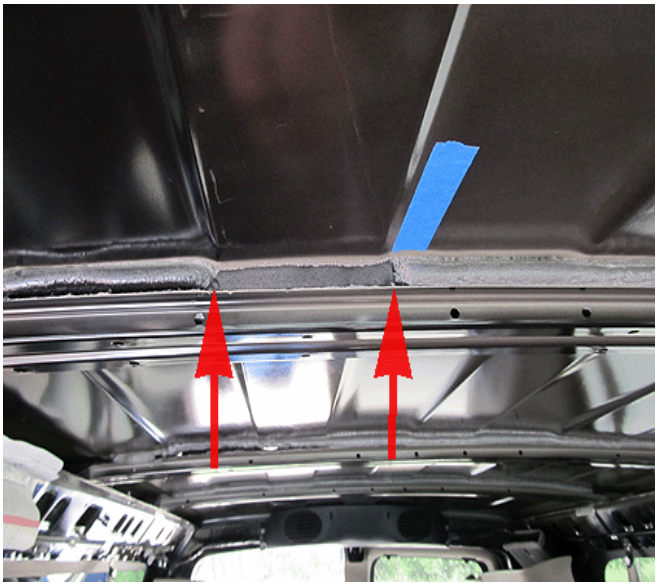
7. Install the 5/16 in. thick material between the roof panel and the third roof bow as shown. Ensure the material is the position closest to the outer end of the roof bow.

   Repeat this step on the rear of the third roof bow.



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8. Install the 7/16 in. thick material between the roof panel and the third roof bow as shown. Ensure the material is positioned toward to the center of the roof bow.
   Repeat this step on the rear of the third roof bow.
9. Repeat steps 7 and 8 on the fourth roof bow.
10. If the driver side of the vehicle is displaying the same condition, noted in step 3, repeat the above steps.
11. Reinstall the rear headliner assembly. Refer to Headlining Rear Trim Panel Replacement in SI.

*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 1-888-937-5368 or www.kent-automotive.com to order Kent Industries Adhesive Back Foam Shim Stock.

Part Number	Description	Quantity
# P46500	*Kent Industries 3/4 X 5/16 in. Adhesive Back Foam Shim Stock	As Required
# P46505	*Kent Industries 3/4 X 7/16 in. Adhesive Back Foam Shim Stock	As Required

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
1480058*	Install Foam Shim Material To Roof Bows	2.4 hrs
Add	Add Foam Shim Material To Driver Side Of Roof Bows	0.2 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		