



Service Bulletin

PRELIMINARY INFORMATION

Subject: Upper Door Panel Material Appears To Be Pulling Away From Backing

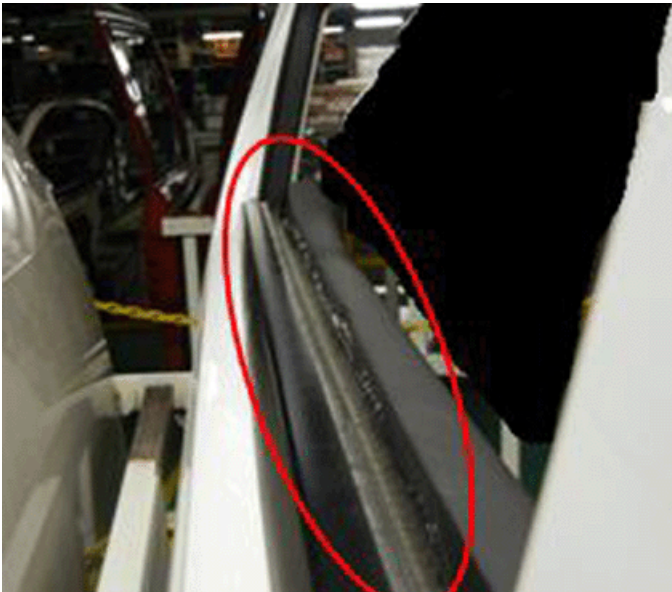
Models: 2007-2013 Cadillac Escalade EXT
2007-2014 Cadillac Escalade Models
2007-2013 Chevrolet Avalanche, Silverado 1500
2007-2014 Chevrolet Silverado 2500/3500, Suburban, Tahoe
2007-2013 GMC Sierra 1500
2007-2014 GMC Sierra 2500/3500 and Yukon Models

This PI was superseded to update model years. Please discard PIT5083.

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

Condition/Concern

Some customer may comment of the inside door panel material appearing to be pulling back from the door panel backing. This can normally be seen from the outside looking in.

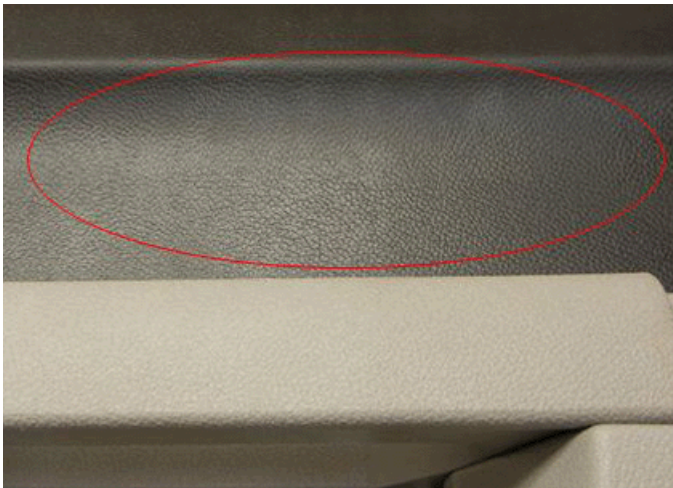


Recommendation/Instructions

Upon inspection from previous parts returned to the WPC, it was found that the vehicles that had the condition had aftermarket window tinting applied to the inside of the windows. Many aftermarket window tinting products require the use of a heat gun to apply the window coatings/films. These heat guns can cause excessive heat and damage the door panels. When applying heat it reflects off the window and heats the vinyl in the same area. This could happen without the customer being aware. It does not produce smoke or an adverse odor. See pictures below:



Another sign to look for is Soap Residue on the door panel itself.



Warranty Information

Since this failure is not the result of a manufacturer defect, it would not be considered for coverage under a GM Warranty.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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 the information.



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