



Service Bulletin

INFORMATION

Subject: Information on Paint Stain Under Protective Shipping Film

Models: 2016 and Prior GM Passenger Cars and Trucks

Attention: This Bulletin also applies to any of the above models that may be Export vehicles.

This Bulletin has been revised to add the 2016 Model Year. Please discard Corporate Bulletin Number 05-08-51-001G.

Dealers may notice what they perceive to be paint staining when the protective shipping film is removed from these vehicles. This “stain” has the appearance of patches of “miliness” in the paint. This affects metallic paints and is particularly noticeable on silver-colored vehicles.

This “stain” condition is caused by condensation, which tends to form under the shipping film while the vehicle is in transit to the dealer. It will disappear after the vehicle is exposed to direct sunlight. Application of heat from heat lamps or similar devices will accelerate this process as well.

The reason for the recent increase of such incidents is because of styling revisions to the vehicle, which have resulted in air pockets under the film.

Important: DO NOT ATTEMPT TO POLISH OR RE-SPRAY THE VEHICLE FOR THIS CONDITION.

The preferred process for correcting this condition is exposure to direct sunlight. Park the vehicle with the affected area exposed to the direct sunlight. The “stain” will generally disappear within 2-3 hours. In more severe cases, the vehicle may need to be left in an area exposed to direct sunlight for up to three days.

If a rapid correction is desired, or weather conditions are unsuitable for exposure to sunlight, application of a heat gun is acceptable. Follow the steps below if using this method:

1. Ensure that the plastic components, such as grilles, badges, wiring harness, etc., under the affected panel are protected from the heat application by masking or by placing a cardboard sheet between the area of heat application and the components being protected.
2. Wipe the area with isopropyl alcohol.
3. Place the heat gun approximately 76-101mm (3-4in) away from the area.

Important: Ensure that the panel temperature does not exceed 130°C (266°F) at any time.

4. Heat the stained area to between 93°C and 104°C (200°F and 220°F).

Important: While heating the panel, use an infrared thermometer to check and maintain the surface temperature. Failure to do so could result in damage to the panel.

5. After the stain is removed, let the panel air cool to avoid warping.

Important: Do not cool panel with water. Cooling with water could result in damage to the panel.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
1480128*	Paint Stain Removal	0.5 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 the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION