



Service Bulletin

INFORMATION

Subject: New Temporary Paint Guard Film (PGF) Removal Information

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|--------------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Chevrolet | City Express | 2015 | 2017 | | | All | All |

| | |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Involved Region or Country | North America |
| Condition | Dealership personnel may comment on seeing thin lines of adhesive residue remaining on the painted surfaces of new, unsold vehicles with Paint Guard Film (PGF) in dealer stock. These adhesive residue lines are most noticeable on darker or black painted vehicles. |
| Cause | The cause of the condition may be that the PGF was left on the vehicle for too long of a time period and/or was not properly removed. |
| Correction | PGF provides temporary paint finish protection, and is not intended to be left on the vehicle for long periods of time. Follow the recommendations, Cautions and Service Procedure below regarding the proper maintenance of PGF. |

Service Information

Paint Guard Film (PGF) provides **temporary** paint finish protection. It protects the paint finish during vehicle handling, transportation and storage from such harmful elements as acid rain, iron particles, bird droppings, tree sap, and other environmental contaminants.

Note: To optimize new vehicle presentation, it is important to remove any PGF residue prior to customer delivery.

Caution:

- PGF CANNOT remain on the **vehicle bumper fascia** for more than **three (3) months** after the vehicle's manufacture date. PGF must be removed at the end of three months.
- PGF CANNOT remain on the **vehicle body** for more than **six (6) months** after the vehicle's manufacture date. PGF must be removed at the end of six months.

Service Procedure

Note: The residue lines will become more difficult to remove the longer they are exposed to sunlight.

Caution: While removing the residue, you must use care not to scratch or mar the paint.

Before PGF removal, thoroughly rinse the vehicle to remove dirt or dust. On very hot days (90°F or higher), it is extremely important to rinse the vehicle, preferably in the shade, to stabilize or lower the body panel/bumper fascia temperature. This will help prevent thin lines of PGF adhesive residue from remaining on the painted surfaces. These adhesive residue lines are most noticeable on darker or black painted vehicles.

If PGF adhesive residue lines remain after removal of PGF, **immediately** wipe them off with a clean soft cotton cloth and an appropriate cleaning product.

Appropriate Cleaning Products:

- 3M™ General Purpose Adhesive Cleaner, P/N 08984 (quart) *
- 3M™ General Purpose Adhesive Cleaner, P/N 08987 (20oz. Aerosol) *
- 3M™ Specialty Adhesive Remover 38984 (quart, low VOC) *
- 3M™ Specialty Adhesive Remover 38987 (aerosol, low VOC) *
- Naphtha (low VOC)*

*For chemical availability, refer to the manufacturer's website.

| | |
|-----------------|---|
| Version | 1 |
| Modified | |

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