



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-005

Date: September, 2017

INFORMATION

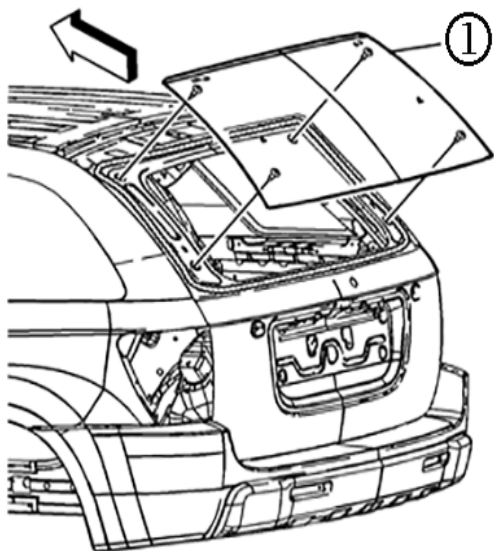
Subject: Information on Liftgate Glass Breakage

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2015	2017			All	All

Involved Region or Country	North America, Israel
Condition	Some customers may comment that the liftgate glass has shattered, or blown outward, while driving vehicle or when a side door was closed.
Cause	The cause of the condition may be a weakness/defect in the liftgate glass. In some cases, the liftgate spoiler may also be found to contact the glass, causing an interference condition that damages the glass.

Correction

First investigate the cause; inspect the liftgate for any evidence of physical damage and inspect rear of vehicle for any unsecured objects which may have impacted the glass.

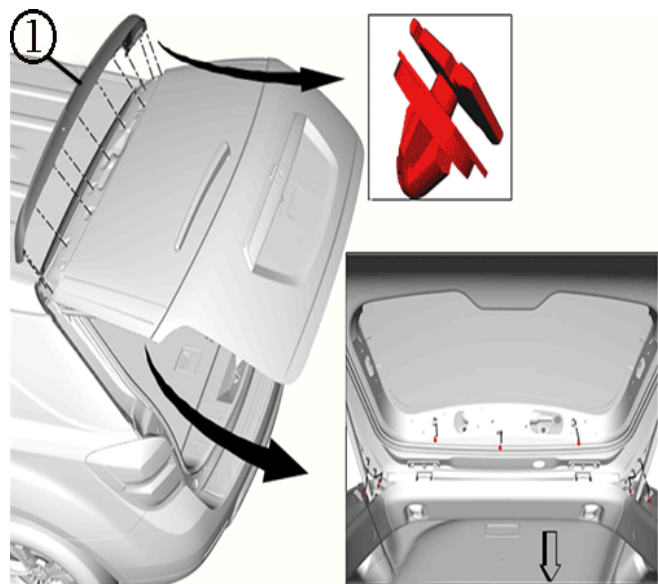


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Important: Regardless of failure/root cause, install insulator pads to the liftgate spoiler before reinstalling the spoiler.

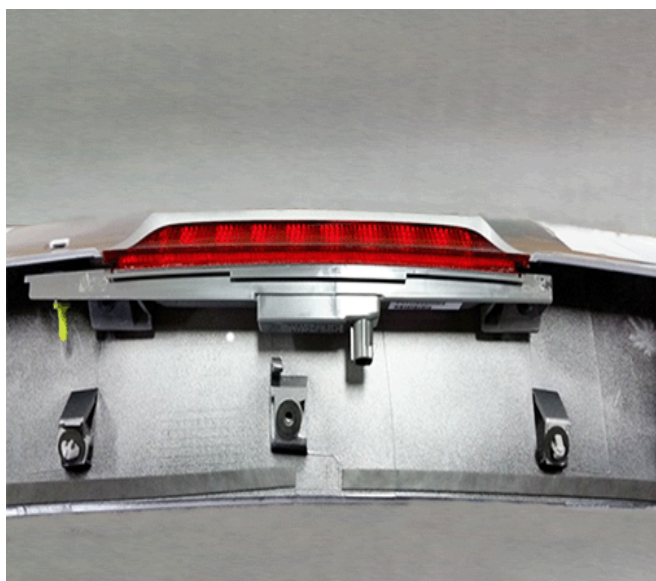
Replace liftgate glass (1) under warranty if failure is determined to be caused by glass defect. Refer to *Liftgate Window Replacement* in SI, **PLUS** follow the additional Spoiler Kit Insulator Pads Installation steps below:

Spoiler Kit Insulator Pads Installation



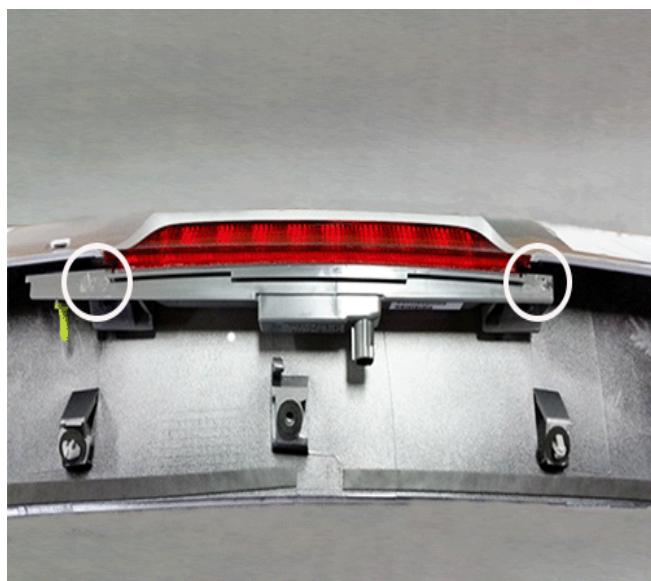
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1. Remove the rear spoiler. Refer to *Rear End Spoiler Replacement (Equinox)* in SI.



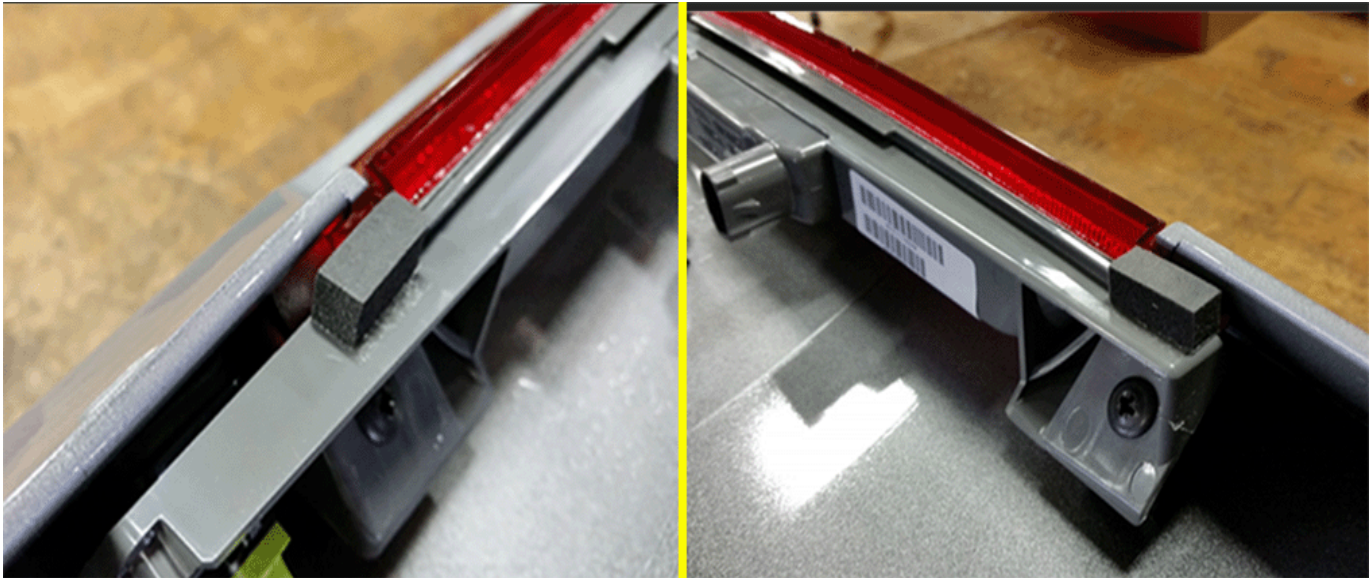
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2. Place spoiler face down on flat protected work surface.



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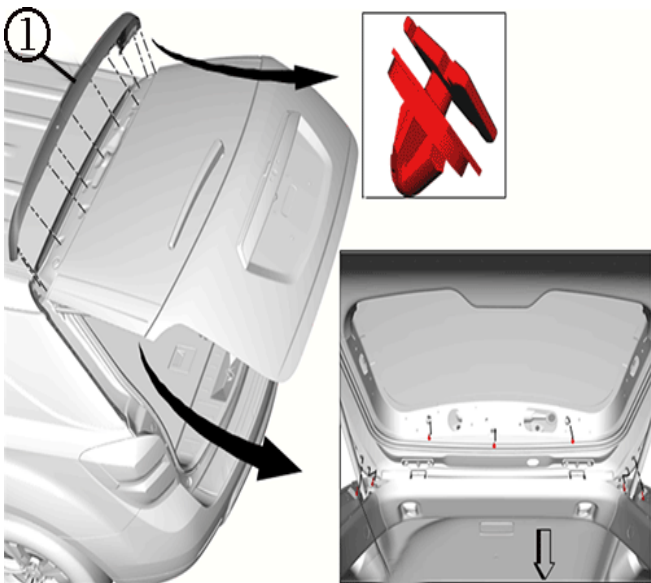
3. Using GM Glass Cleaner, P/N 19287404 (Canada P/N 8865156), or a suitable general purpose cleaner, clean the end areas of the CHMSL to remove any dirt/debris from the plastic surface. The two areas are shown circled in the graphic above.



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Note: The pads include an adhesive strip that will adhere to the CHMSL.

4. Install the insulator pads to each end of the CHMSL. Ensure there is good adhesion of the pads to the CHMSL.



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5. Reinstall the spoiler. Refer to *Rear End Spoiler Replacement (Equinox)* in SI.

Parts Information

Description	Part Number	Qty
WINDOW, RR (STANDARD TINT)	23399682	1
WINDOW, RR (DEEP TINT)	23399683	
ATTACHMENT KIT-R/ END SPLR	84305593	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2024030	Liftgate Window Replacement	Use Published Labor Operation Time

Version	4
Modified	Feb. 22, 2017 – Added the 2015 Model Year. August 29, 2017 – Added Spoiler Insulator Pads Installation Procedure and Part Number. Sept. 13, 2017 – Updated Spoiler Attachment Kit Description and Quantity.

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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