

**Subject: Engineering Information – Melted Stone Guard On the Right Rear Quarter Panel From Exhaust Heat and/or Making Contact with the Exhaust Tip**

**Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019			Equipped with 2.7L Engine (RPO L3B)	
GMC	Sierra 1500 (New Model)						

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on a melted stone guard on the right rear quarter panel from exhaust heat and/or making contact with the exhaust tip.
<b>Cause</b>	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

## Correction

If you encounter a vehicle with the above concern, inspect the exhaust for any evidence of contact and/or damage and document by taking pictures before contacting the engineer listed below.

## Contact Information

Engineer Name	Phone Number
David Drain	586-907-0543

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
4087128*	Melted Stone Guard On the Right Rear Quarter Panel From Exhaust Heat	0.4 hr

\* This is a unique labor operation for bulletin use only.

<b>Version</b>	1
<b>Modified</b>	Released August 19, 2019