Preliminary Information

PIT5709 Paint Issues
Peeling/Flaking/Bubbles/Thin/Chips/Debris/Color Mismatch

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 2500/3500	2020	All	All	All	All
GMC	Sierra 2500/3500	2020	All	All	All	All

Involved Region or Country	North America
Condition	GM Engineering, along with the assembly plant, is very interested in any type of paint related defects with the all-New 2020 HD Silverado and Sierra trucks.
Cause	Under review.

Correction:

Please submit a Field Product Report (FPR), following bulletin 07-00-89-036I, regarding any paint related issues on the 2020 HD Silverado or Sierra. When submitting the FPR the following information should be included in the report. This information is very helpful in determining the cause(s) of the issue.

- Take several pictures of the concern with some type of reference to the size of the defect.
Reference PIC6346 "Photographing Various Vehicle Concerns" for guidelines when taking pictures.

- Perform a paint adhesion test for any peeling, delamination and/or flaking issues. At or above room temperature, clean a portion of the affected surface, firmly apply a 2" wide piece of masking tape to the body, and pull upward quickly. Do not use duct tape, cloth backed tape, or other aggressive tapes. If necessary, any samples of pant flakes can be analyzed in the lab.

- Test the paint thickness using an elcometer.

- Upon review of the FPR, a paint rep may be interested in the concern. Please provide the dealership address, contact person's name, and cell phone number in the FPR.

- If you feel there is any additional pertinent information that engineering should be aware of, please include it in the FPR.

Additional SI Keywords

door roof hood fender box bed rocker sill jam pillar back front grill bumper quarter panel

Version History

Version	1
Modified	09/13/2019 - Created on

GENERAL MOTORS