



# Service Bulletin

Bulletin No.: 19-NA-255

Date: November, 2019

## TECHNICAL



**Subject:** Wax Coating on Frame Peeling, Metal Shows Corrosion/Rusting  
(U.S. and Canada Only)

**Attention:** This Bulletin also applies to any of the models that may be Export from North America vehicles.

**This Bulletin is being Modified to Add 2020 Model Years and Correct the Warranty statement.**

**This bulletin replaces PI0564K. Please discard PI0564K.**

| Brand:    | Model:                           | Model Year: |      | VIN: |    | Engine: | Transmission: |
|-----------|----------------------------------|-------------|------|------|----|---------|---------------|
|           |                                  | from        | to   | from | to |         |               |
| Cadillac  | Escalade Models                  | 2011        | 2020 |      |    | All     | All           |
| Chevrolet | Avalanche                        | 2011        | 2013 |      |    |         |               |
|           | Express Suburban Tahoe           | 2011        | 2020 |      |    |         |               |
|           | Silverado                        | 2011        | 2018 |      |    |         |               |
|           | Silverado LD Silverado 2500/3500 | 2019        | 2019 |      |    |         |               |
| GMC       | Savana Yukon Models              | 2011        | 2020 |      |    |         |               |
|           | Sierra                           | 2011        | 2018 |      |    |         |               |
|           | Sierra Limited Sierra 2500/3500  | 2019        | 2019 |      |    |         |               |

|                            |   |
|----------------------------|---|
| Involved Region or Country | North America, Europe, Middle East, Israel, Palestine, Chile, Columbia, Ecuador, Paraguay, Peru, Uruguay, Japan, S Korea, China, Taiwan, Thailand, Africa and Egypt.  |
| Additional Options (RPOs)  |   |
| Condition                  | <p>Some customers may comment that areas of the frame wax coating are peeling off and rust/corrosion is visible on the metal in these areas. Several examples of this condition are shown in each group of graphics below.</p> <p><b>Truck Example Photos</b></p> <div data-bbox="683 390 1331 966"></div> <div data-bbox="683 1010 1331 1581"></div> |

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Van Example Photos



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|  |  |
|--|--|
|  | <div data-bbox="683 153 1333 728">A close-up photograph of a dark metal beam. Several yellow paint markings are visible along the top edge of the beam. A black cable is attached to the beam with a metal bracket. The background is dark and out of focus.</div> <div data-bbox="1419 737 1484 758">3396078</div> <div data-bbox="683 772 1333 1348">A close-up photograph of a metal beam, similar to the one above. A black cable is attached to the beam with a metal bracket. The surface of the beam appears to have some debris or peeling material. The background is light and out of focus.</div> <div data-bbox="1419 1356 1484 1377">3396079</div> |
|--|--|



|                   |  |
|-------------------|--|
|                   |    |
| <b>Cause</b>      | The cause of this condition may be that the frame supplier may not have properly prepped the metal before the wax coating was applied.   |
| <b>Correction</b> | <p><b>Note:</b> A combination of specialized metal coating products manufactured by Lloyds and Daubert have been found to be the most suitable products to provide corrosion control and protection to address this type of repair. Our recommendation is to prep the metal surface using *Lloyd's Pure Prep™ Metal Surface Preparation P/N 25418, then topcoat with both *Lloyds Kryptonite Metal Treatment P/N 36502 Life Long Rust Protection and *Daubert Non-Rust® P/N X-121B One Coat Rust Preventative Coating. It is strongly recommended they be applied according to the manufacturer's procedures.</p> <p>*We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.</p> <p>Prep the frame and apply the Lloyds and Daubert coatings following the steps in the Service Procedure below:</p> |

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## Service Procedure

**Important:** To ensure proper coating performance, all of the manufacturer's "Applications Guidelines" MUST be followed.

**Note:** The graphics below show the bed and/or cab removed from the vehicle. These pictures are provided for reference only. Bed and/or Cab removal are not necessary. Dealers should only repair the locations that show the condition. The following procedure should be utilized to return the truck to a factory look.

1. Raise and suitably support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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2. If labels are in the area to be reworked, remove any of the visible white labels on the frame (usually one per side).

3. Remove any components as required to gain access to the corroded component or area.

**Important:** Any corrosion damage noted to the extent of weakening the component will require component replacement.

4. Determine a start and finish point on each side for the section/area of the frame to be repaired.



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5. Using a rag and wax/grease removing solvent, remove the wax coating and any grease, oil, or undercoating from the truck frame in the affected repair area. The graphic above shows an example of a small portion of the wax coating removed.



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**Important:** Lloyds Kryptonite is designed to apply directly onto brown rust or clean surfaces; however any loose flakes/scale of rust need to be removed prior to application.

6. Any loose rust or loose flakes should be scraped, wire brushed or ground off.

7. Remove any residual wax, oil or rust by wiping the frame down with a towel or Scotch-Brite™ (3M) pad soaked with wax/grease remover.



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8. Using Lloyd's Pure Prep™ Metal Surface Preparation P/N 25418 (10 fluid ounce bottle), or equivalent, saturate a towel or Scotch-Brite™ (3M) pad with the pre-diluted solution and scrub the area well, rendering a foaming of the Pure Prep.™ This will greatly improve adhesion and corrosion resistance in the repair areas.

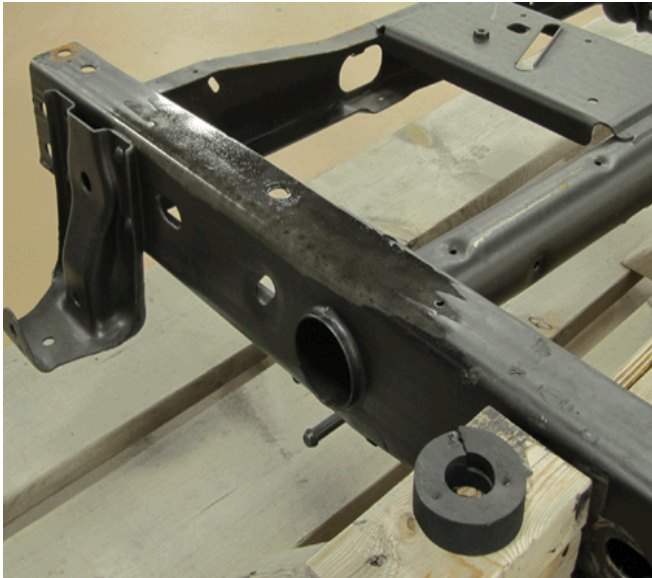


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**Important:** The frame must be dry and free of wax/oily substances prior to application of the new coating.

9. Using a water dampened clean towel, remove any residue and dry the affected area. Dry the repair area completely using an air hose to blow dry the frame.
10. Check the repair area for phosphate treatment by wiping it to see if any corrosion residue can be picked up. Correctly treated areas will not have any residue on the surface.





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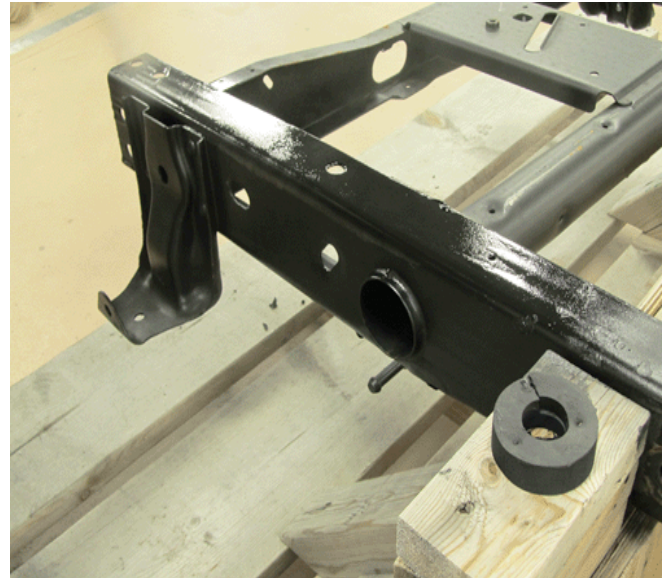
11. Apply a light flash-coat of Lloyds Kryptonite Metal Treatment P/N 36502 Life Long Rust Protection (14 ounce aerosol), or equivalent, to all rusted and bare areas of the frame where the wax coating was removed. This first coat should flash in approximately 3-5 minutes.



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12. Apply a second coat of Lloyds Kryptonite. This can be a heavy coat; double and triple passes with this product, over a light first coat, are not a problem.

**Note:** Dried Lloyds Kryptonite will perform beautifully over time and actually get harder and more durable as it experiences heat.



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13. We suggest top coating the Lloyds Kryptonite with Daubert Nox-Rust® P/N X-121B "One Coat Rust Preventative Coating" (aerosol), or equivalent.

**Note:** As shown in the graphic below, besides adding a corrosion resistant layer, it dries to firm, wax-like film which will more closely resemble the appearance of the unrepaired areas of the frame.



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14. Lower the vehicle and allow the final coat to dry as recommended by the manufacturer.

**Parts Information**

Dealers should obtain 25418 and 36502 by contacting Lloyds by e-mail at [sales@lloydslaboratories.com](mailto:sales@lloydslaboratories.com), or by calling 1-800-361-6766.

U.S. Dealers can obtain the X-121B topcoat by contacting the Daubert website at [www.daubertchemical.com](http://www.daubertchemical.com) or inside the U.S. only, by calling 1-800-914-0034.

**Canadian dealers must contact the Daubert distributor in Canada, Corrosion Control Coatings Ltd, by faxing the form below to 1-800-563-8078.**

**Important: ONLY Canadian Dealers should use this form.**





## GENERAL MOTORS DEALERSHIP ORDER FORM FOR CANADIAN DEALERS ONLY

U.S. Dealers can obtain the X-121B topcoat by contacting the Daubert website at [www.daubertchemical.com](http://www.daubertchemical.com) or inside the U.S. only, by calling 1-800-914-0034.

**Fax Orders to: 1-800-563-8078**

|  |   |  |  |
|--|---|--|--|
| <b>Address</b>   | <b>Bill To:</b><br><br>_____<br>_____<br>_____<br>_____ | <b>Ship To:</b><br><br>_____<br>_____<br>_____<br>_____  | <b>Dealer #:</b> _____<br><br><br><br><br><b>Contact Name:</b> _____ |
| <b>Phone:</b>  | <b>Fax:</b>   | <b>Phone:</b>  | <b>Fax:</b>  |
| <b>Nox Rust X121B Aerosol<br/>Rust Preventive Coating</b><br><br><b>Case (12 cans per case)</b><br><br># _____ of cases<br># _____ of cans   |   | <b>Cost per Case</b><br><b>\$ 195.00 + shipping &amp; applicable tax</b><br><br><b>Cost per Can</b><br><b>\$16.25 + shipping &amp; applicable tax</b>  |  |
| <b>Order Desk Information:</b><br><br>Corrosion Control Coatings Ltd.<br>106 Colborne Street<br>Walkerton, Ontario<br>N0G 2V0<br><br>Phone: 519-881-1594 or<br>800-934-7771<br>Fax: 800-563-8078<br>E-Mail: <a href="mailto:lpegelo@cc-coatings.com">lpegelo@cc-coatings.com</a> |   | <b>Payment Information:</b><br><br>All orders require payment by Credit Card.<br>Please include credit card information.<br><br>Credit Card # _____<br><br>Expiry Date: _____<br><br><i>Only Visa or MasterCard Accepted</i> |  |
| <b>Special Notes:</b>  |   |  |  |
| <b>Confirmation:</b><br>(CC Use only)  | <b>Ship Date:</b> _____<br><br><b>Rec'd By:</b> _____   |  |  |

## Warranty Information

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

| Labor Operation  | Description                           | Labor Time    |
|--|---------------------------------------|---------------|
| 1480098*   | Remove Frame Wax, Apply Metal Coating | Up to 7.0 hrs |
| *This is a unique Labor Operation for Bulletin use only. |                                       |               |

|          |                            |
|----------|----------------------------|
| Version  | 1                          |
| Modified | Released November 18, 2019 |

