



# Service Bulletin

Bulletin No.: 18-NA-383

Date: February, 2020

## TECHNICAL

**Subject:** Water Found in Rear Interior of Cab, Water Leak at Rear Sliding Window

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019			All	All
	Silverado 1500	2020	2020				
	Silverado 2500HD/ 3500HD						
GMC	Sierra 1500 (New Model)	2019	2019				
	Sierra 1500 Sierra 2500HD/ 3500HD	2020	2020				

<b>Involved Region or Country</b>	North America, Europe, Middle East, Iraq, Israel, Palestine, Argentina, Brazil, Bolivia, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Taiwan, Thailand, Singapore, Philippines, Australia, New Zealand, Egypt, Africa, South Africa
<b>Additional Options (RPOs)</b>	WINDOW RR-FULL WIDTH, SLIDING, POWER (A48)
<b>Condition</b>	Customer may comment on finding water in the rear interior of the cab.
<b>Cause</b>	

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**Note:** The cracks can be in the left and/or right side of the rear sliding window plastic upper rail glass guide which is covered by the roof rear spoiler. Examples of a left (1), then right side (2) visual crack (with the spoiler removed) are shown in the graphics above.

The cause of the condition may be cracking in the rear sliding window plastic upper rail glass guide. The plastic upper rail glass guide may develop small fractures/cracking which allows water to pass through on the glass side of the urethane that attaches to the vehicle body.

**Correction**

**Important:** When verifying this condition, ensure that the water leak path is due to cracks in the rear sliding window plastic upper rail glass guide, and NOT a leak in the primary urethane seal, between the window and the body; or from the spoiler attachments to the truck cab which are in the same area. Please indicate power sliding rear window crack in warranty claim verbiage.

**A leak in the primary urethane seal should be addressed by removing and resealing the window, using the standard service procedure from SI.**

R & R the roof rear spoiler and apply seam sealer to the rear sliding window top encapsulate, following the steps in the Service Procedure below.

**Note:** If the vehicle underwent this bulletin repair, was released to the customer and later returned for the same concern, replace the rear sliding window. Refer to *Rear Sliding Window Replacement* in SI, AND ensure that during application of the urethane to the new window, that the urethane covers the complete length of the top encapsulation of the window.

## Service Procedure



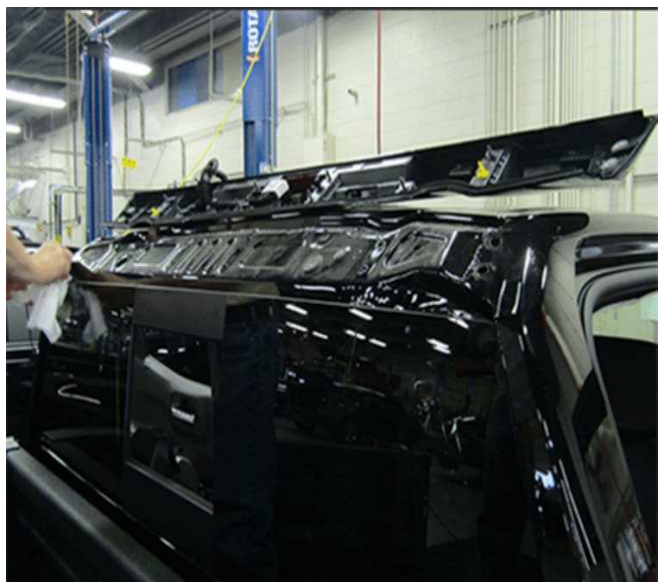
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1. Lower the rear portion of the headliner (1) and remove the roof rear spoiler (2). Refer to *Roof Rear Spoiler Replacement*, in SI.



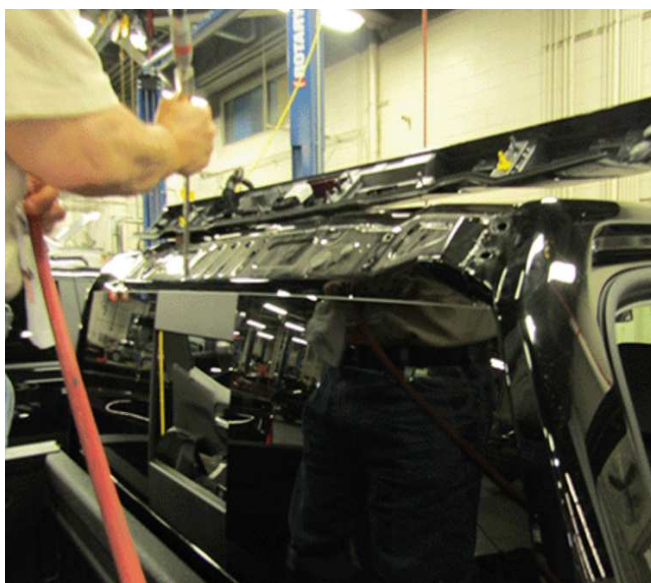
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2. Clean and inspect the full length of the cavity above the body to window urethane:



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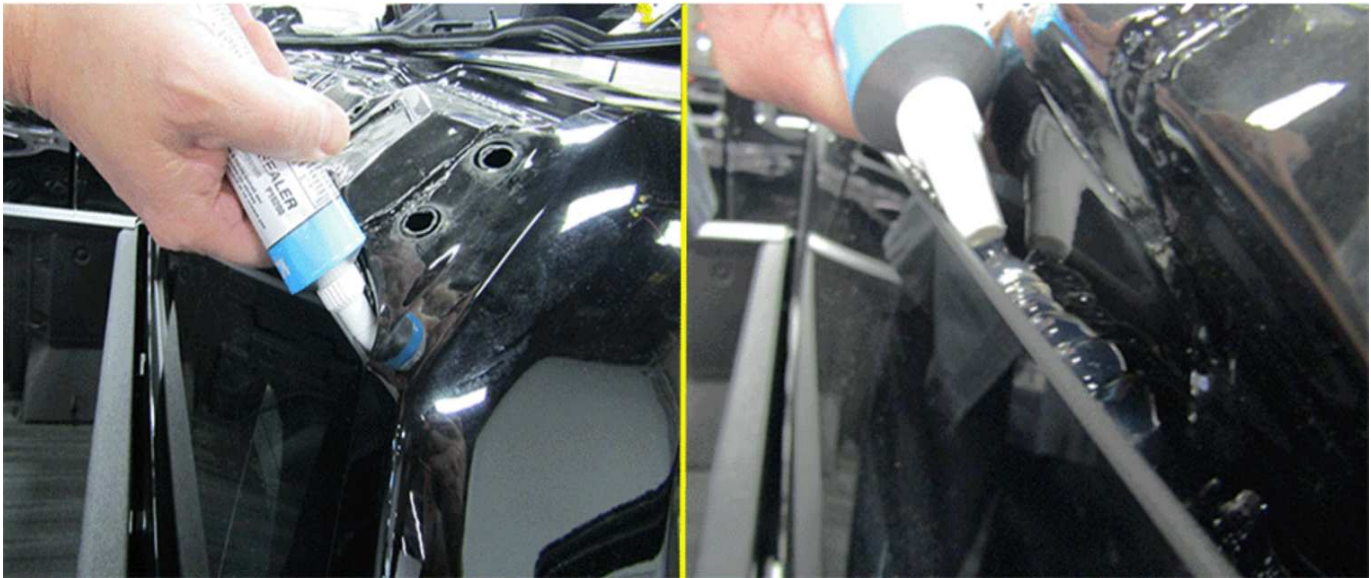
- 2.1. First using shop cloths and glass cleaner, or suitable equivalent, clean all grime, debris and water from the cavity.



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- 2.2. Then, using compressed air, blow away any excess moisture and allow the area to dry thoroughly.





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**Important:** Cut the applicator tip to a larger opening and use care to avoid getting the sealer on the upper/visible surfaces of the glass.

3. Apply a generous bead of Kent® High-Tech Seam Sealer Clear P10200, or equivalent, across the complete length of the urethane/encapsulate. Allow the sealer to flow to a uniform thickness across the complete top of the window.



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**Note:** The graphic above is a top view of the sliding window, while standing in the bed of the truck.

4. Allow a short time for the sealer to develop a skim coat, then reinstall the spoiler and headliner. Refer to *Roof Rear Spoiler Replacement*, in SI.
5. Allow at least 24 hours before running the truck through any car wash.

### Parts Information

Contact Kent Automotive at 1-888-YES-KENT or online at [www.kent-automotive.com](http://www.kent-automotive.com).

Causal Part	Description	Part Number	Material Allowance**
N/A	Kent® High-Tech Seam Sealer Clear*	P10200 (5 oz.)	\$20.75 (U.S.) \$26.95 (Canada)

\* 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.

\*\*Material Allowance intended to cover cost of 1 full tube per repair.

### Warranty Information

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

Labor Operation	Description	Labor Time
2081088*	R & R Roof Rear Spoiler, Apply Seam Sealer to Rear Sliding Window	1.9 hr

\*This is a unique Labor Operation for Bulletin use only.

Version	7
Modified	<p>Released January 03, 2019</p> <p>Revised February 01, 2019 – Added Important to Correction to Verify Failure.</p> <p>Revised March 22, 2019 – Added Breakpoint and Revised Correction Important.</p> <p>Revised May 30, 2019 – Updated the Labor Time in Warranty Information.</p> <p>Revised December 10, 2019 – Removed Breakpoint, Added 2020 Model Years, and Updated Export Countries.</p> <p>Revised January 08, 2020 – Updated the Parts Information Section and Increased the Material Allowance.</p> <p>Revised February 17, 2020 – Updated Correction Section with Note as Remedy for Second Repair Attempt.</p>

