



Service Bulletin

Bulletin No.: 19-NA-236

Date: October, 2020

TECHNICAL

Subject: Binding and/or Clunking Noise Heard While Operating the Front Door Windows

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Express	2018	2020	-	-	-	-
GMC	Savana						

Involved Region or Country	North America, Middle East and Israel
Condition	Some customers may comment on a binding and/or clunking noise heard when operation the front door windows.
Cause	This condition may be caused by insufficient grease in the window regulator clock spring.
Correction	Apply M-77 Paste to the clock spring windings following the procedure below. Note: The updated service part does NOT have a clock spring by design.

Service Procedure

1. Remove the front side door trim panel. Refer to *Front Side Door Trim Panel Replacement* in SI.



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2. Using an acid brush, apply M-77 Paste to the clock spring windings, as shown in the pictures above.

Note: It may be necessary to apply pressure to one side of the spring to open a gap for paste.

3. Test the window to ensure that the noise is gone.
4. Reinstall the front side door trim panel. Refer to *Front Side Door Trim Panel Replacement* in SI.

Parts Information

Causal Part	Description	Part Number	Qty
N/A*	LUBRICANT, ACDELCO M-77 PASTE (2.0 OZ/ 57g TUBE)	19356408 (U.S.)	1
		19356409 (Canada)	
*For warranty transactions, DO NOT mark this/these parts as the Causal Part. Enter the word "Bulletin" in the Causal Part Description free-flow text field			

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
1086118*	Applying M-77 Paste to the Clock Spring Windings	0.5 hrs.
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	Released October 22, 2019 Revised October 20, 2020 – Added note in the Correction.

