

Service Bulletin

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	Engine:	
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.

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- **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	19356408 (U.S.)	1	
	PASTE (2.0 OZ/ 57g TUBE)	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.	

GM bulletins are intended for use by professional technicians, NOT a "<u>do-it-yourselfer</u>". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, <u>DO NOT</u> assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

