



Service Bulletin

Bulletin No.: 20-NA-216

Date: November, 2020

TECHNICAL

Subject: Front Sunroof Window Intermittently Does Not Open or Close, and/or Binds and Closes at an Angle

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
GMC	Acadia	2020	2020	May 1, 2020	Prior to September 2, 2020	All	All

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with ROOF-SUN, GLASS, SLIDING, ELEC, TRANSPARENT GLASS FIXED (C3U)
Condition	Some customers may comment that intermittently, the front sunroof window does not open or close, or that it binds or closes at an angle.
Cause	The cause of the condition may be that the front sunroof window may be misaligned.
Correction	Adjust and properly center the front sunroof window, then cycle the glass two or three times to verify proper alignment and fit. Refer to <i>Sunroof Window Height and Opening Fit Adjustment</i> , in SI.

Parts Information

No parts are required for this 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
6081988*	Acadia Sunroof Window Height and Opening Fit Adjustment	0.5 hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released November 06, 2020

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". 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, DO NOT 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.



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