



Service Bulletin

Bulletin No.: 21-NA-065

Date: April, 2021

INFORMATION

Subject: Information to Help Determine Warranty Coverage of Scratched Door Window Glass

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore GX	2020	2021	-	-	-	-
Chevrolet	Trailblazer	2021		-	-	-	-

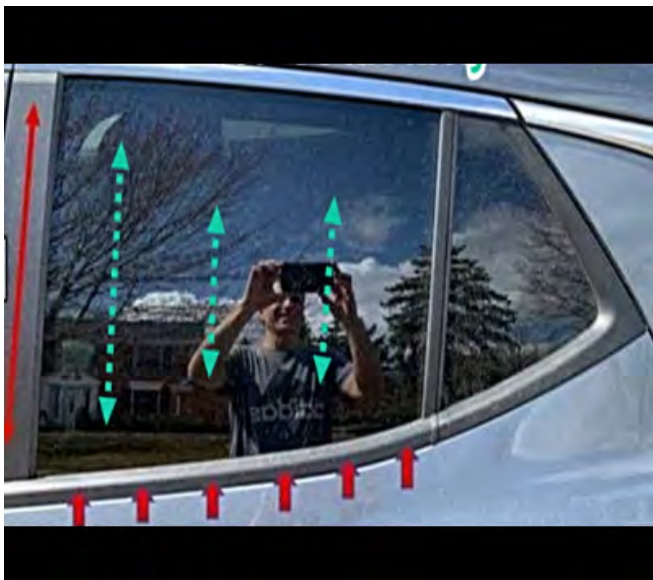
Involved Region or Country	United States and Canada
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The purpose of this bulletin is to provide dealership personal the guidelines for determining warranty or non-warranty for side door window glass replacement due to scratches. A key factor for determining damage vs warranty is the direction the scratches.

Note: The vehicle Owner’s Manual recommends frequent washing of vehicles to preserve the vehicle’s finish.

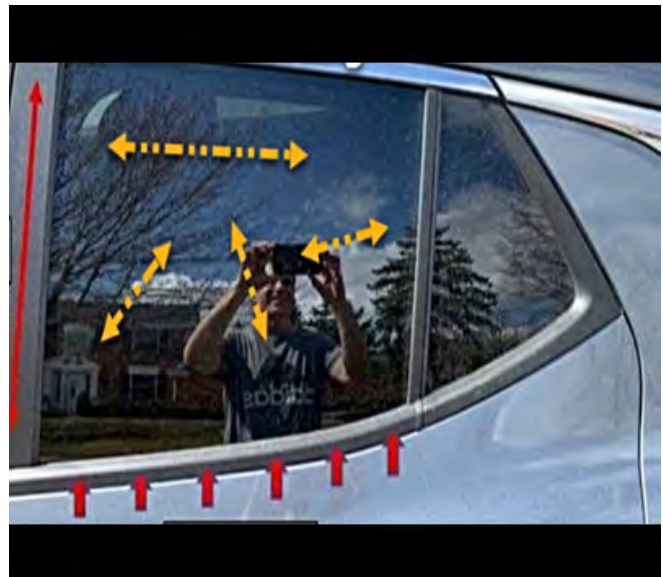
- Scratches running vertical parallel to the B-PILLAR applique, as shown in the picture above, are likely caused by debris in the outer belt seal along the bottom of the window. Unless it is evident that the vehicle is not being maintained (washed) and is subject to excessive dirt and debris, this can be considered a warrantable item due to a poor-quality belt seal. Pictures are recommended in support of the warranty claim and should be taken from the side of the vehicle, and show the B PILLAR glass edge so scratch direction can be clearly determined.

Potential Warranty



5795321

Non-Warranty



5795323

- If the scratches are not parallel to the B-PILLAR applique, as shown in the picture above, they should be considered damage and are not warrantable. Glass scratches due to damage, lack of vehicle washing and/or exposure to excessive dirt and debris are not warrantable.

Glass Damaged During New Vehicle Transportation

The walk-around inspection should include all inspection of all visible surfaces including the side door and liftgate glass. Damaged glass found during a vehicle inspection must be noted on the delivery receipt is essential for prompt payment of (ZTPT) claims for transportation damage. Glass damaged during transportation are not to be submitted as a (ZREG) warranty claim.

Version	1
Modified	Released April 23, 2021

