

## **Service Bulletin**

# INFORMATION

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

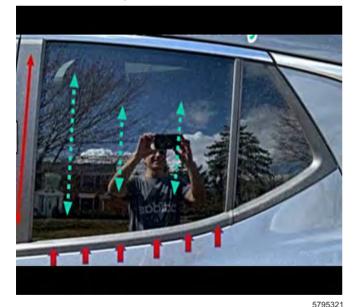
Brand:	Model:	Model Year:		VIN:		Engine	Transmission:
		from	to	from	to	Engine:	mansinission.
Buick	Encore GX	2020	2021	-	-	-	-
Chevrolet	Trailblazer	2021					

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.

#### **Potential Warranty**



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.

Scratches running vertical parallel to the

#### **Non-Warranty**



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 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.

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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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