



# Service Bulletin

Bulletin No.: 24-NA-029

Date: February, 2024

## INFORMATION

**Subject: HUMMER EV Water Leak Diagnostic Tips**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	HUMMER EV Pickup	2022	2024	-	-	All	All
	HUMMER EV SUV	2024	2024				

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

**Important:** This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

### General Information

Water leaks can occur due to a variety of reasons. Success to finding the source of the leak starts with duplicating the leak or acquiring pictures or videos of the leak from the customer.

Step 1 in any water leak diagnosis begins with understanding where the leak is coming from and under what conditions it occurs. How quickly does the leak appear once the rain starts? Does it leak during a light rain or downpour? Does it happen while going through an automatic car wash with high-speed blowers? Is the leak constant or intermittent?

Another common cause of a leak is from the use of a high-pressure power washer. The sealing capability of frame-less side glass design of the vehicle is easily overcome with the use of a high power-pressure washer being sprayed directly onto the edges of the side glass where the glass meets the door opening weather strips. Refer to the Owner's Manual for additional Exterior Care information.

Knowing the conditions that cause the leak plus an understanding of where the leak appears is key to resolving the customers concern. The purpose of this bulletin to help guide you through proper diagnosis as well as provide some actual causes of leaks and what action was taken to repair the leak.

The following information is split into 3 categories.

1. I-Bar Water Leaks
2. Sky Panel Water Leaks
3. Side Window Water Leaks

## I-Bar Water Leaks

Model Year 2022 only



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This design is from 2022 ONLY. If the open cell foam is discovered, check the vehicle for open field action and replace the I-Bar per Service Update Bulletin N222378440.

Model Year 2022 — Current



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<b>Condition</b>	Water pours out of the lower I Bar trim cover as it collects in the sump created by the contour of the trim, especially when turning a corner.
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Easiest way to diagnose this complaint is to remove the lower trim panel, water test, and watch for the leak.



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With trim panel removed, if water is leaking through the I-Bar as shown, replace the I bar.



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The front I Bar is designed to be removed by the customer. If the front I bar is installed backward it will leak. When removing the I Bar, inspect the orientation of the I Bar to ensure the "front" is in fact pointing towards the front of the vehicle. Inform the customer on proper installation if this condition is found.



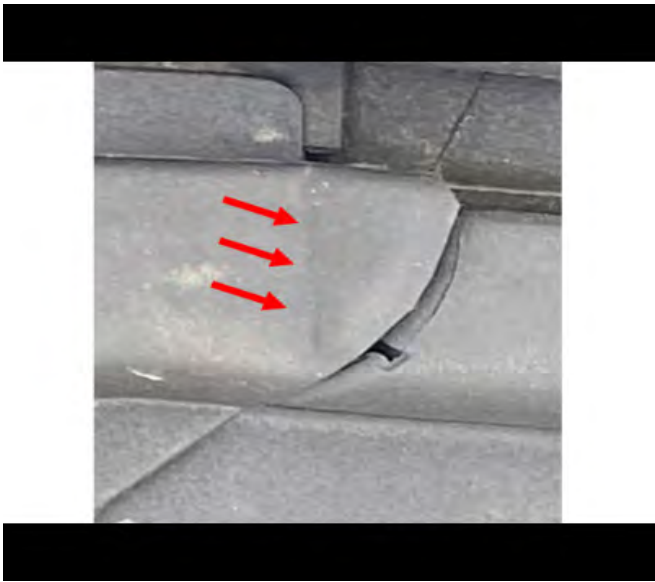
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Water leaking near the front or rear of the I Bar in this zone is usually not caused by the I Bar. Water droplets coming past the weather strip and roof headliner panel are due to excessive water building up in the drain system. If any sky panel is out of alignment, excessive water can get past the sealing surfaces and allow too much water to enter into the drain system, thus allowing water to exist in unwanted locations. Inspect the sky panels for proper alignment and adjust as necessary. Refer to SI DOC ID 6339878 (pickup) or 6341146 (SUV).



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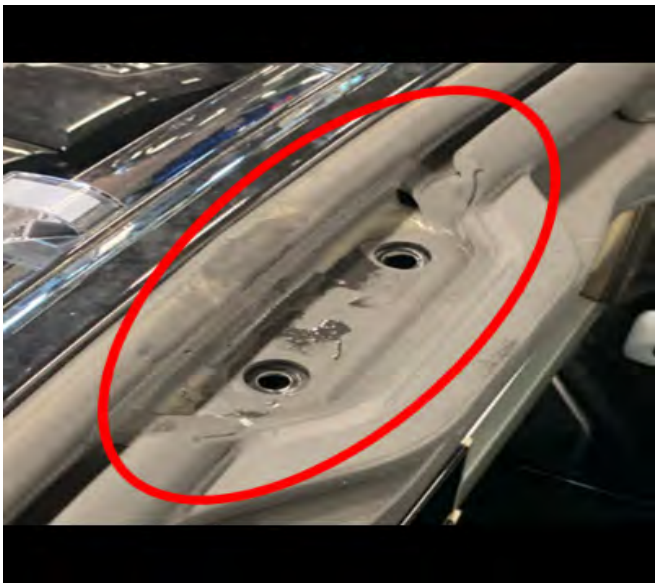
Another possible cause of water droplets in this area can be caused by creased I Bar weather strips.



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<b>Cause</b>	Folded over weather strips on the I-Bar due to improper sky panel installation. Pay close attention to these areas when first removing the sky panel. If the outboard weather strip ends are folded over this will cause the sky panel to raise up preventing a good seal. If the crease is permanently set as shown below, this will also prevent the weather strip laying flat even with the sky panel installed pushing the sky panel upwards causing a gap and leak.
<b>Correction</b>	Replace the I-Bar – educate customer on proper sky panel installation.

The recessed areas where the I Bar mounts to the roof are part of the water management system and designed to be wet.



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It is normal to have presence of water as shown.

### Proper Sky Panel Installation per Owners Manual



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Carefully place the roof panel into its designated location. Position the inboard edge of the roof panel next to the weatherstrip on the I-Bar, then align and fit the horizontal pins into the receivers on the I-Bar.

When aligning the pins and receivers, make sure the inboard edge of the roof panel does not come in contact with the roof seals. Ensure that the inboard edge is far enough in that it clears the I-Bar weatherstrip. Ensure that the I-Bar weatherstrip is lying flush with the adjacent roof seals before fully engaging the pins into the receivers. Failure to do so may damage the weatherstrip or lead to an improper seal.

### Sky Panel Water Leaks

<b>Condition</b>	Leaks near the top of any of the side windows, weather strips, or sky panel weather strip.
<b>Cause</b>	If any sky panel is out of alignment such as being shifted too far forward or rearward, or too high, this will causing excessive water to enter into the water management system in the weather strips. This causes water to back up over the sealing surfaces creating a leak inside the cabin near the corners of weather strips near the weather strip drain holes.
<b>Correction</b>	Perform top down, side to side, visual inspection of all 4 sky panels installed, with the I-bar installed. If any sky panel appears to be not square in the opening or sitting high – verify the dimensions and adjust as necessary following SI DOC ID 6339878 (pickup) or 6341146 (SUV)



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Verify the dimensions and adjust as necessary following SI DOC ID 6339878 (pickup), 6341146 (SUV).



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<b>Condition</b>	Water dripping into the cabin from between the sky panel and its seal (front corner of the LR panel pictured), especially when stopping.
<b>Cause/Correction</b>	This was due to the left rear sky panel being too far rearward allowing poor seal along the front edge of the left rear sky panel to weather strip. Essentially overwhelming the water drain management system. To adjust the sky panel, refer to SI DOC ID 6339878 (pickup) or 6341146 (SUV).

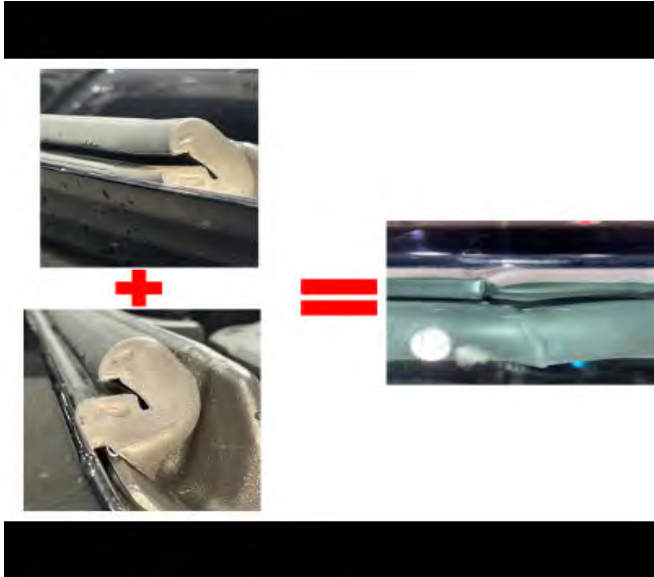


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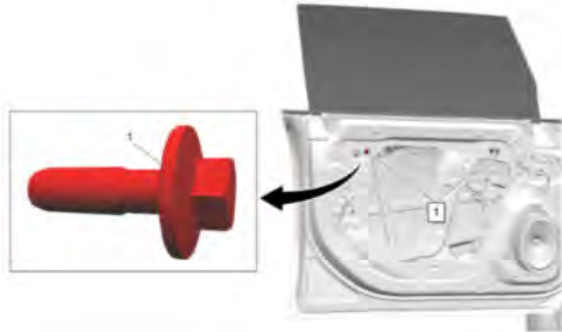
<b>Condition</b>	Water drains into the cabin from between the sky panel and its seal (front corner of the RF panel pictured).
<b>Cause/Correction</b>	Adjusting the sky panel strikers down resolved the leak. To adjust the sky panel strikers, refer to SI DOC ID 6339878 (pickup) or 6341146 (SUV).



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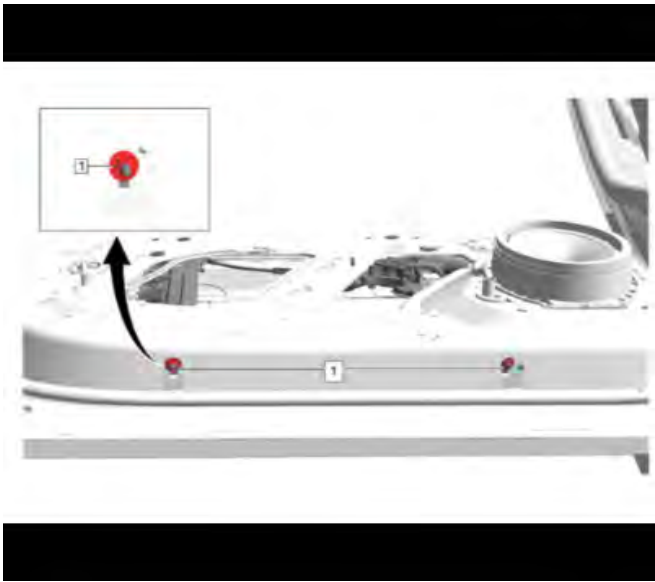
<b>Condition</b>	Water leaking past the top of the window, and onto the door trim panel.
<b>Cause</b>	Sky panel weather strip was not properly seated to the metal u-channel. The weather strip will have an uneven appearance on the end. Further inspection should reveal the weather strip is not properly seated onto and under the metal u-channel. Water will leak at the overlap joint between the sky panel weather strip and roof bow weather strip.
<b>Correction</b>	Inspect the sky panel weather strip to ensure it's properly seated onto the metal u-channel retainer. If necessary, pull the weather strip up and away, then gently re-seat the weather strip over the u-channel. Verify the weather strip lays flat on the ends.

## Side Window Water Leaks



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<b>Condition</b>	Water leaks between the side windows and weather strips.
<b>Cause</b>	Side glass is out of position, including being too low or tilted at an angle, the glass will not seal properly to the door opening weather strips or the top weather strip on the sky panel.
<b>Correction</b>	Inspect the side door glass ensuring it's square in the body opening and covering the weather strip evenly on both sides. Compare the height and orientation from side to side. Adjustments are made by loosening the window regulator to door glass clamps. Refer to applicable SI procedure for regulator replacement for proper steps to access these attachment points. <b>Note:</b> Side Glass out of adjustment can also cause wind noise.



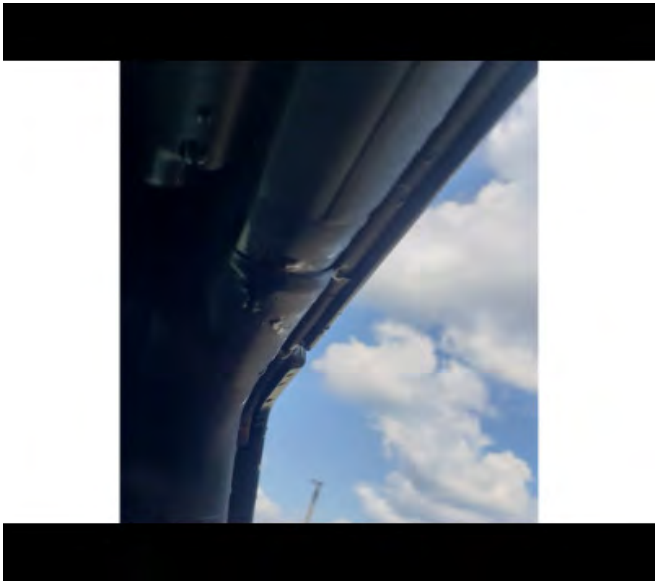
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<b>Condition</b>	Water leaks between the side windows and weather strips.
<b>Cause</b>	Side glass out of position, including being tilted outwards causing a lack of pressure between the side glass and the weather strip.
<b>Correction</b>	Inspect the side door glass ensuring that it's compressing onto the door opening weather strips. Tilting the glass inwards will help push the glass onto the door opening weather strips making a tighter seal. Adjustments are made by loosening the window regulator to door bottom mounting bolt and tilting the entire window and regulator asm as needed. Refer to applicable SI procedure for regulator replacement for proper steps to access these attachment points.



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<b>Condition</b>	Water leaks between the side windows and weather strips
<b>Cause</b>	Plugged drain(s)
<b>Correction</b>	Inspect the drain hole closest to the location where the leak is occurring. Look for any rubber flashing that might be partially covering the drain hole(s). Remove debris or rubber flashing as required. <b>Tip:</b> With the top removed, close the door, fully raise the window check the drain hole to ensure it's not being pinched closed when the side window is all the way up.



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<b>Condition</b>	Water leaks between the side windows and weather strips
<b>Cause</b>	Plugged drain(s)
<b>Correction</b>	<p>Inspect the drain hole closest to the location where the leak is occurring. Look for any debris or rubber flashing that might be partially covering the drain hole(s). Remove flashing if required.</p> <p><b>Tip:</b> With the top removed, close the door, fully raise the window check the drain hole to ensure it's not being pinched closed when the side window is all the way up.</p>

<b>Version</b>	1
<b>Modified</b>	Released February 08, 2024

