



Service Bulletin

Bulletin No.: PIE0818

Date: February, 2025

ENGINEERING INFORMATION

Subject: Engineering Information - Outside Rearview Mirror Skull Caps Falling Off

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE, and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500 HD/ 3500 HD	2020	2025	—	—	—	—
GMC	Sierra 2500 HD/3500 HD						

Involved Region or Country	U.S. Dealers ONLY
Condition	Some customers may comment on their outside rearview mirror skull cap is missing.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

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.

If you encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below **BEFORE** replacing any mirrors.

1. Inspect the outside rearview mirror with missing skull cap and confirm no obvious damage other than the missing cap.
2. Contact the engineer listed below for further instructions.

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If an engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2087028*	Engineering Information - Outside Rearview Mirror Skull Caps Falling Off (Replacement)	1.0
Add	To Color/Clear Coat (Paint Code GD)	0.8
Add	With Tint Coat/Tri-Coat Paint (Paint Code PB)	0.6
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released February 21, 2025

