



Service Bulletin

Bulletin No.: PIE0837

Date: May, 2025

ENGINEERING INFORMATION

Subject: Engineering Information - Liftgate Glass Breaking Unexpectedly

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:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2025	2026	—	—	Equipped with 1.5L (RPO LSD)	—
GMC	Terrain						

Involved Region or Country	U.S. Dealers ONLY
Condition	Some customers may comment on the liftgate glass breaking unexpectedly.
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** making any repairs:

1. Inspect for any obvious point of impact. Visually examine the remaining surface of glass for any visible chips, cracks or impact points. Make sure to review around grommet and wiper. Remove the spoiler and inspect the remaining glass that extends under the spoiler. The break initiation has a sunburst pattern extending outward from that point. At the point of initiation, there will also be two larger glass fragments sometimes referred to as butterfly wings or cat eyes. If any of those fragments are found, evaluate the fit to interfacing part or signs of external impact.
2. Inspect for proper alignment.
3. Inspect the surrounding areas on the perimeter of the glass. Specifically at the bottom corners to the trim.
4. Inspect for hard interferences with the surrounding parts.

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
2081138*	Engineering Information - Liftgate Glass Breaking Unexpectedly	0.5 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released May 08, 2025

