



Service Bulletin

Bulletin No.: 24-NA-046

Date: March, 2024

TECHNICAL

Subject: Suction Cup Marks on Window Glass

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)	2022	2022	-	-	All	All
	Silverado 1500	2019	2024				
	Silverado 2500HD/3500HD	2019	2024				
GMC	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)	2022	2022				
	Sierra 1500	2019	2024				
	Sierra 2500HD/3500HD	2019	2024				

Involved Region or Country	North America, Europe, Kazakhstan, Uzbekistan, Russia, Middle East, Iraq, Israel, Palestine, Argentina (Mercosur), Brazil (Mercosur), Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Paraguay (West), Peru (West), Uruguay (West), Venezuela (West), Other Central America, Japan, Cadillac Korea (South Korea), GM Korea Company, China - SGM, Taiwan, Thailand (ASEAN), Singapore, Philippines, Australia/New Zealand, Caribbean, Egypt, Other Africa, South Africa
Condition	 <p style="text-align: right; font-size: small;">6568172</p> <p>Some customers may comment on geometric marks on side door or windshield glass, visible in cold conditions when moisture condenses on the glass.</p>

Cause	The cause of the condition may be the supplier had glass-handling suction cups that were not properly maintained. The suction cups picked up abrasive dust from the environment and when the tools were used, they caused a "scuff" on the glass that holds moisture in a geometric pattern matching the suction cup.
Correction	Using the products listed below polish the location.

Service Procedure

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.



6568173

Obtain commercially available Cerium Oxide glass polish and follow the instructions for light hand polishing.

Parts Information

Causal Part	Description	Part Number	Qty
N/A	Glass Polish Cerium*	90008	1
* We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.			

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2086108*	Removing Geometric Marks	0.5 hr
Add	Each Additional Window	0.3 hr

*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	Released March 07, 2024

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.



WE SUPPORT VOLUNTARY
TECHNICIAN
CERTIFICATION