



# Service Bulletin

Bulletin No.: 16-NA-171

Date: December, 2020

## TECHNICAL

**Subject:** Repair Information for Reconnection of Rear Window (Defroster) Contact or Tab

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2015	2020			All	All
Chevrolet	Suburban Models	2015	2020			All	All
Chevrolet	Tahoe Models	2015	2020			All	All
GMC	Yukon Models	2015	2020			All	All
<b>Additional Options (RPO)</b>	Equipped With Electric Rear Window Defroster (RPO C49)						
<b>Involved Region or Country</b>	North America, Europe, Uzbekistan, Russia, Middle East, Iraq, Israel, Palestine, Argentina, Brazil, Bolivia, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Venezuela, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Taiwan, Thailand, Singapore, Philippines, Egypt, Other Africa, South Africa						

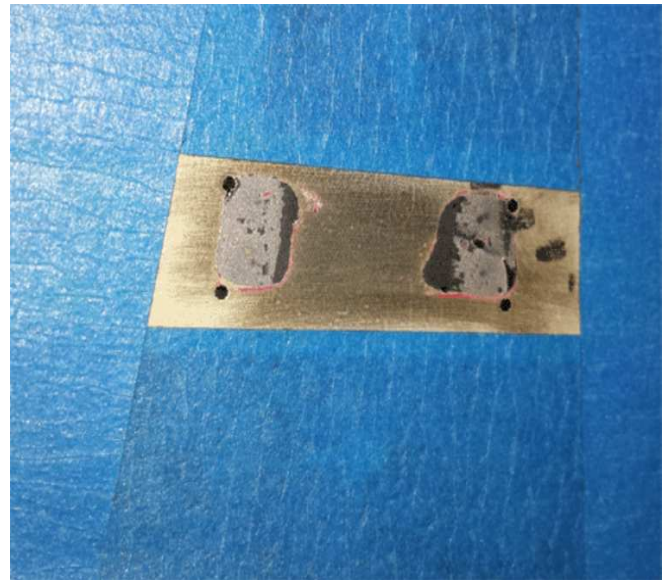
### Repair Suggestions

The generic procedure below is not very time intensive, but does include minor preparation work to create a good bonding surface. Be sure to follow each of the steps, as combined they will produce the strongest bond possible. Please consider the following before attempting the repair:

1. If it is winter, bring the vehicle into the service garage and remove any snow from the back window area. Time **must be allowed** for the glass to warm to the temperature inside the building.

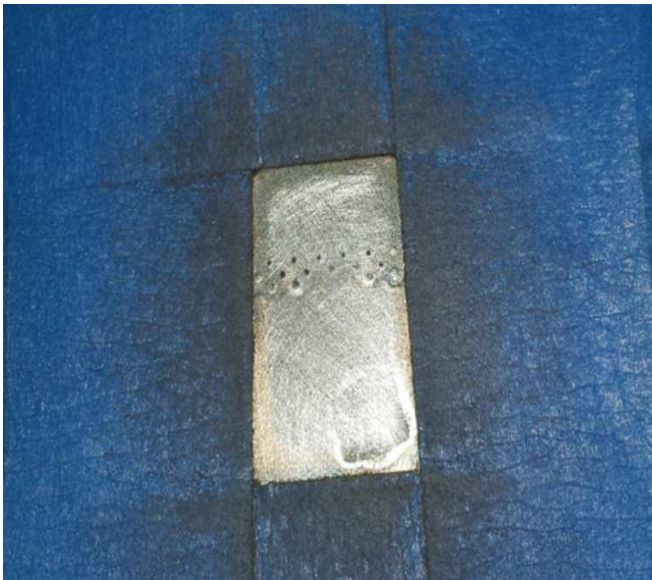
**Caution:** Heating the glass excessively, or repeatedly without time to cool, may result in glass breakage. ALWAYS wear safety glasses when performing this repair!

**Important:** Most rear glass has a black painted masking around the edge of the glass. When cleaning up the connection surface, be very careful not to damage the surface of the black shading or the surface of the glass.



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2. Mask off a small area around where the terminal was originally.



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3. Prepare the surface of the used defroster tab and the defroster buss bar with fine grain (500 grit) sandpaper or Emery cloth. It is not necessary to remove all of the original solder, but it should be scuffed sufficiently so that no oxidation is present. Lightly sand the area to prep the defogger grid. The photo above shows a close up of a properly prepared surface.

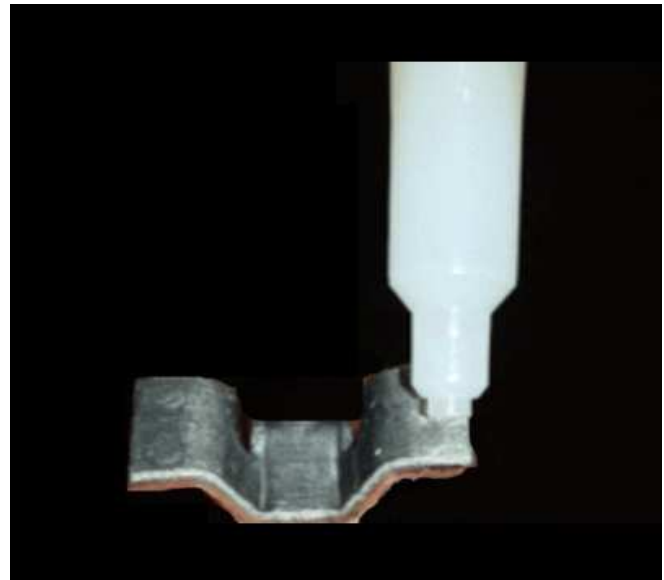
**Important:** If the original defroster tab is bent or broken in any way, replace with new defroster tab.

**Important:** Do not sand through the defroster grid.



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4. Wipe the newly prepared contact areas with Kent Automotive\* Acrysol™ (or equivalent) to remove any residual oil or dirt.
5. Spray the defroster grid and the terminal feet with the Loctite 736 Primer.



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6. Apply a small drop of the Loctite 312 to the foot of the terminal.

**Note:** Some defroster tabs have two feet.



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7. Press the terminal onto the defroster grid and hold for 1 minute. After releasing allow 5 minutes to form a secure bond.

**Note:** If too much Loctite 312 adhesive was applied, the Loctite Primer 736 can be reapplied while holding the terminal in place.

**Important:** Try to align the new contact so that it is positioned with the same orientation as the original contact



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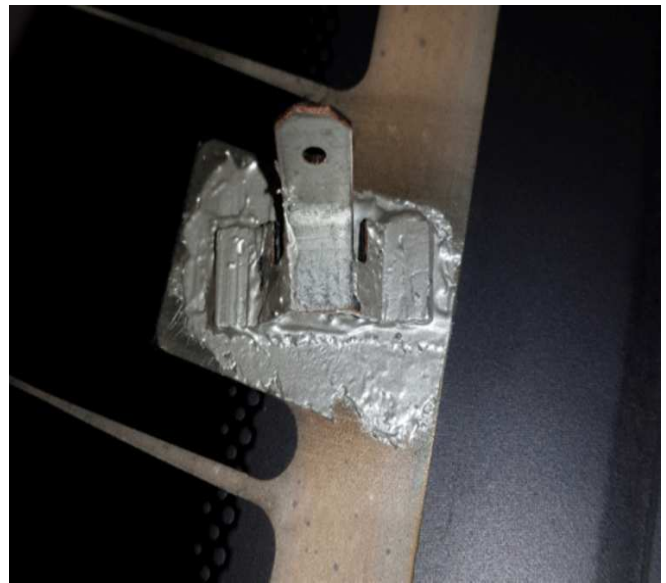
8. Dispense equal parts of the tab bonding epoxy.



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9. Mix the epoxy thoroughly for 45 seconds. There is a 2 minute work time once the epoxy is mixed.

10. Apply the epoxy to completely cover the terminal foot/feet and the prepared area of the defroster grid. Smooth out the epoxy for a good contact between the terminal and defroster grid within the two minute work time.



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11. Remove the tape.



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12. Apply light heat between 100-150° F (38-65° C) **not to exceed 150° F (65° C).**

**Note:** Placing the opposite hand under the glass at the terminal while heating the terminal will prevent overheating the epoxy. Once the glass becomes hot to the touch, remove the heat.

13. Recheck the epoxy in 10 minutes to verify the epoxy has firmed up. If the epoxy remains soft reapply heat while touching the opposite side of the glass. The second application of heat only needs to be brief enough to reach 100°F (38 °C).

Allow the epoxy to cure for 24 hours at approximately 75°F (24 °C) or at the temperature inside the building, before reattaching the harness connector and returning the vehicle into service.

### Parts Information

Description	Part Number	Qty
Kent Automotive Acrysol™ Solvent (32 fl oz) 946 ml*	P20005	1
Loctite 312 Adhesive Speedbonder Combination Pack (contains Loctite 312 adhesive and Loctite 736 Primer)	03333	1
TERMINAL,R/CMPT L/ WDO WRG HARN	84336364	1
2000 Tab Bonding Kit Epoxy Kit **		1
*or equivalent product **Available from Planned Products LLC, <a href="http://www.frostfighter.com">www.frostfighter.com</a> or by phone: (303) 682-0274		

### 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
2080668*	Reconnection of Rear Window Defroster Tab	0.6 hr
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	6
<b>Modified</b>	Released May 24, 2016 Revised June 6, 2016 – Removed 2012–2014 models from Model Years. Revised January 18, 2018 — Updated Model and Parts Information. Revised January 26, 2018 — Updated Parts Information. Revised February 19, 2019 — Added Model Year 2019 vehicles. Revised December 15, 2020 — Added Model Year 2020 vehicles.

