

Subject: Engineering Information - Request for Pictures On Water Leak Issues at Sunroof Window - Rear

Attention: This Engineering Information (EI) does not require the technician to call an engineer. This EI Lite is asking **ONLY** to submit the description of the issue with PIE number and pictures using the Field Product Reporting (FPR) App (reference bulletin 02-00-89-002).

Attention: Proceed with this EI **ONLY** if the customer has a Water Leak concern at Sunroof Window - Rear, **AND** the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer does not have a Water Leak at Sunroof Window - Rear concern, or this PIE number does not show in GWM/IVH, disregard the EI 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 .**

This EI has been revised to add 2021 Model Year and update the Correction. Please discard PIE0581.

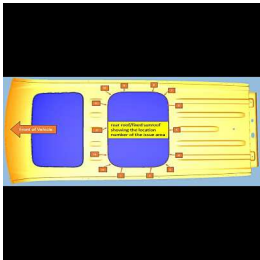
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2020	2021	-	-	-	-
Chevrolet	Traverse						

Involved Region or Country	US Dealers ONLY
Additional Options (RPOs)	Vehicles equipped with ROOF-SUN, GLASS, SLIDING, ELEC, TRANSPARENT GLASS FIXED (RPO C3U)
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on a water leak issue at the Sunroof Window – Rear (This is a fixed glass portion over the second row seats).
Cause	GM Engineering is attempting to better understand the cause of this issue.

Correction

If you encounter a vehicle where a customer comments on a water leak issue at the Sunroof Window - Rear that drives a warrantable item type of repair on any 2020–2021 Buick Enclave or 2020–2021 Chevrolet Traverse, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding PIE number **PIE0581A** in the Condition Field) and Submit.

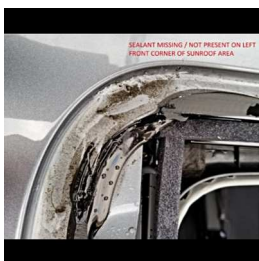
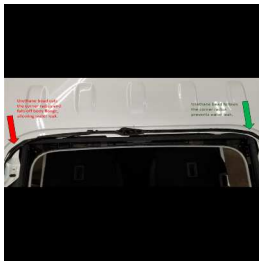
Note: GM has updated the Field Product Reporting App, and it is now part of the “Certified Service Mobile Toolbox” (CSMT) Instructions to load the App to your phone and other detailed instructions can be found in the latest version of Bulletin 02-00-89-002 (U.S. Dealers).



- 1. Take a picture of the entire area of the rear roof/sunroof showing the location of the issue area. Please also add the LOCATION NUMBER, as shown in the picture above, to the issue description in the FPR.
- 2. Take a clear closeup picture or two of the area of concern, to help us better understand the type of issue (i.e. sealer void/gap, jog/off location, missing, etc.).

Note: If the Dealership Sublets this work, if possible, the Sublet Agent could take 2 pictures per above and forward to Dealership Service Representative for FPR Submission.

Example picture areas are shown below:



Warranty Information

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

Labor Operation	Description	Labor Time
6081978*	Engineering Information - Pictures of Product Issues Covered Under Warranty	0.2 hr
* This is a unique labor operation for bulletin use only.		

Version	2
Modified	Released August 17, 2020 Revised December 14, 2020 – Added 2021 Model Year and update the Correction.