



Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Windshield Washer Hose May Separate

MODELS: 2012 Chevrolet Sonic

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 12176, issued August 2012.

CONDITION

General Motors has decided that certain 2012 model year Chevrolet Sonic vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 104 - Windshield Wiping and Washing Systems. The windshield washer hose on these vehicles may separate from the washer fluid reservoir, and if this occurs, washer fluid will not be available to clean the windshield. This could impede the driver's view and a crash could occur.

CORRECTION

Dealers are to secure the windshield washer hose to prevent separation from the washer fluid reservoir.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

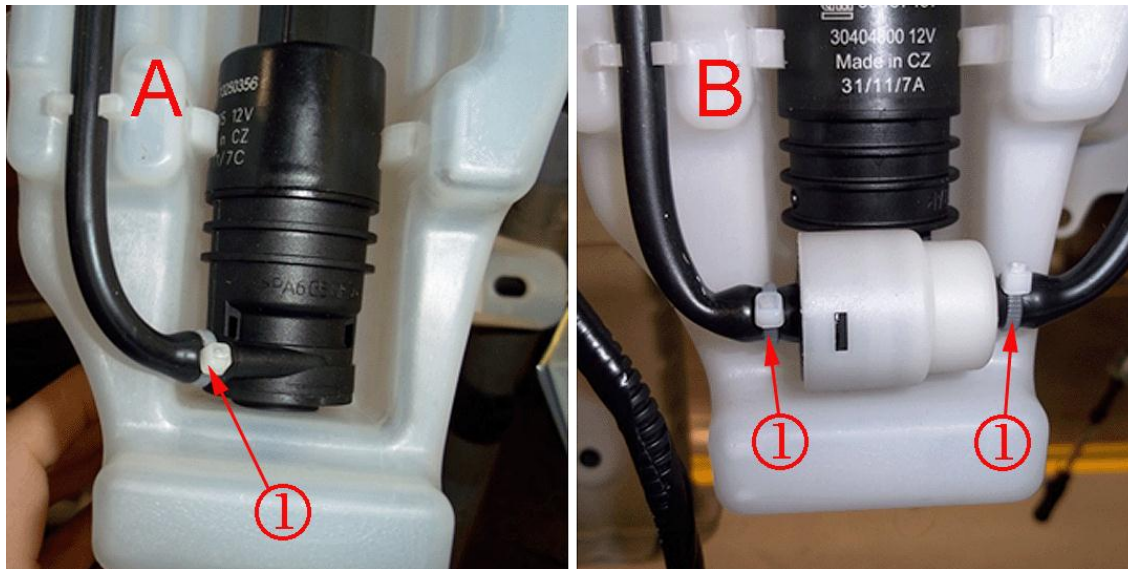
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

No parts are required for this recall.

SERVICE PROCEDURE

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the front driver side (left) tire and wheel assembly. Refer to *Tire and Wheel Removal and Installation* in SI.
3. Remove the front wheelhouse liner inner front extension. Refer to *Front Wheelhouse Liner Inner Front Extension Replacement* in SI.



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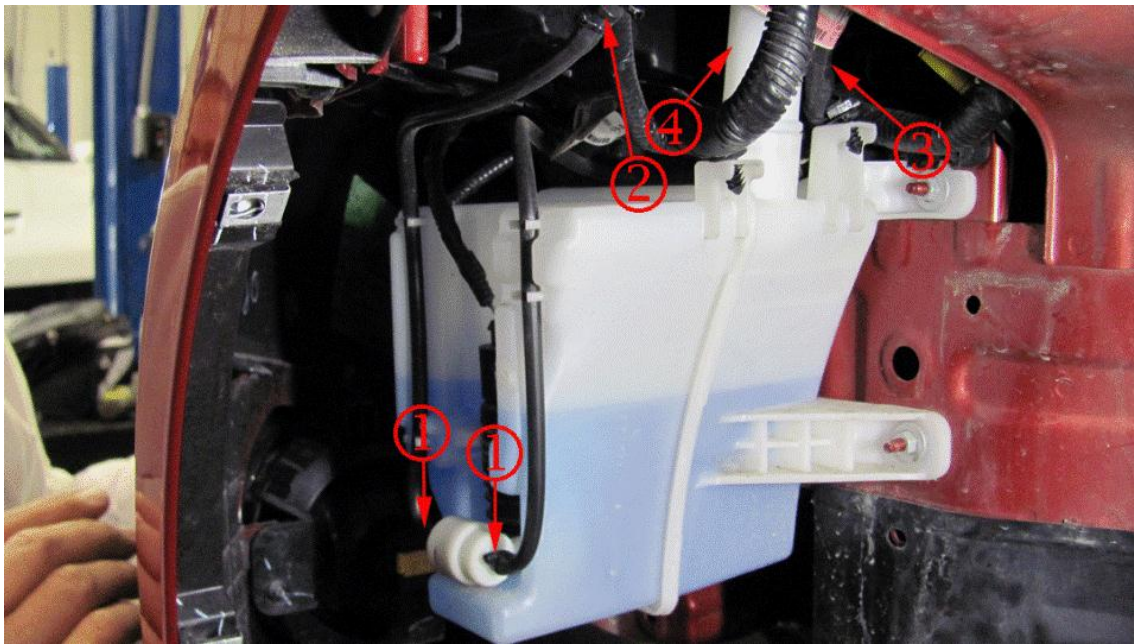
(A) Windshield Washer Bottle with One Front Hose. (B) Windshield Washer Bottle with Front and Rear Hoses.

Windshield Washer Bottle Designs

There are two different windshield washer bottle designs. Sedan vehicles (A) have a windshield washer bottle pump with one front hose. Hatchback vehicles (B) have a windshield washer bottle pump with a front and rear hose. The procedure in this bulletin includes instructions on where to install three (3) band ties on the one front hose design windshield washer bottle. In addition, the procedure in this bulletin provides instructions on where to install six (6) band ties on the front and rear hose design windshield washer bottle.

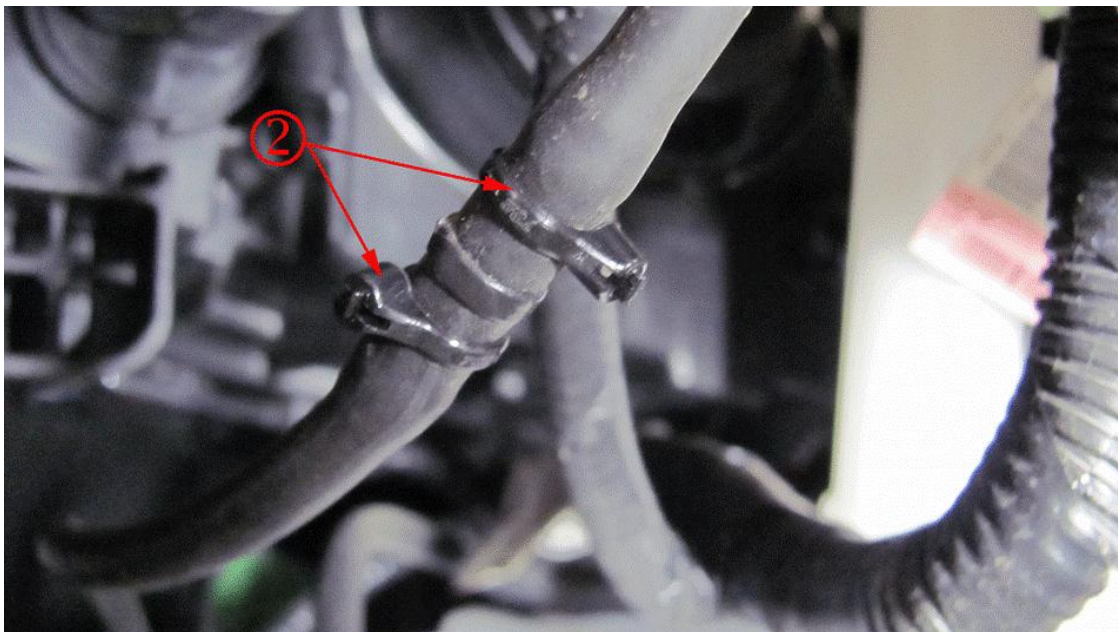
4. **“A” Sedan Vehicles:** Inspect the windshield washer bottle at the pump to determine if a band tie (1) is installed on the front hose of the pump. If a band tie (1) is not installed, install one as shown in the “A” portion of the illustration.

“B” Hatchback Vehicles: Inspect the windshield washer bottle at the pump to determine if two band ties (1) are installed on the front and rear hoses of the pump. If band ties (1) are not installed, install two band ties (1) as shown in the “B” portion of the illustration.



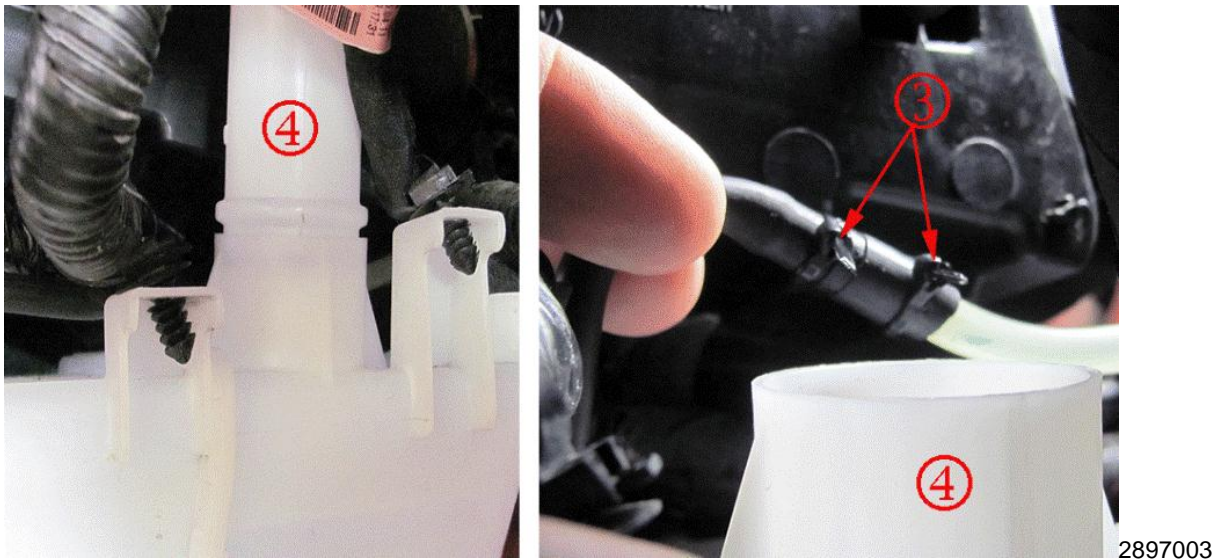
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Front and rear hose windshield washer bottle design shown, front hose windshield washer bottle design is similar. (1) Pump Location (2) Front Hose Connection (3) Rear Hose Connection.



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Install 2 band ties at the front hose connection (2).



To gain access to the rear hose connection, remove the windshield washer bottle neck. Turn the neck (4) counterclockwise to remove the neck (4). Install 2 band ties at the rear hose connection (3).

5. Install band ties at the following locations of the windshield washer bottle hoses:
 - **Sedan Vehicles:** Install 1 band tie at the pump location (1), if required, and 2 band ties at the front hose connection (2).
 - **Hatchback Vehicles:** Install 2 band ties at the pump location (1), if required, 2 band ties at the front hose connection (2) and 2 band ties at the rear hose connection (3). The windshield washer bottle neck (4) will have to be removed to gain access to the rear hose connection. Re-install the windshield washer bottle neck after installing the band ties at the rear hose connection.
6. Install the front wheelhouse liner inner front extension. Refer to *Front Wheelhouse Liner Inner Front Extension Replacement* in SI.
7. Install the front driver side (left) tire and wheel assembly. Refer to *Tire and Wheel Removal and Installation* in SI.
8. Lower the vehicle.

COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2629	Secure Windshield Washer Hose - Sedan (A) Vehicles (3 band ties) - Hatchback (B) Vehicles (6 band ties)	0.4 0.5

CUSTOMER NOTIFICATION

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

DEALER RECALL RESPONSIBILITY – For US (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



September 2012

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2012 model year Chevrolet Sonic vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 104 – Windshield Wiping and Washing Systems. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- Your vehicle is involved in recall 12176.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The windshield washer hose on your vehicle may separate from the washer fluid reservoir, and if this occurs, washer fluid will not be available to clean the windshield. This could impede the driver's view and a crash could occur.

What will we do?

Your GM dealer will secure the windshield washer hose to prevent separation from the washer fluid reservoir. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 30 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 12V408.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall #12176