



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Insufficient Weld on Front Fuel Tank Strap Bracket

**MODELS:** 2013-2014 Chevrolet Sonic

**This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 13296.**

**All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.**

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2013-2014 model year Chevrolet Sonic vehicles. A front fuel tank strap bracket may separate from the vehicle due to insufficient welds. If this occurs, the increased load on the remaining bracket could cause it to separate. The fuel tank would not be supported by the fuel tank straps and would rest on the exhaust pipe and/or the plastic fuel tank shield. If this occurs, the occupants may hear a rattling or scraping noise. If the fuel tank shield and fuel filler neck do not support the fuel tank, the fuel tank may separate from the vehicle. If the fuel tank is punctured, and if a source of ignition is present, a fire could occur.

### CORRECTION,

Dealers are to inspect the front fuel tank strap bracket welds. If the welds are smaller than specified, dealers are to install rivets to secure the bracket.

### 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

**Note: It is estimated that less than 12 vehicles will require bracket repair.**

If the inspection determines that the welds need repair, the parts listed below will be required.

The rivets and RTV sealant are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

The drill bits and Ashland Pliogrip are to be ordered as indicated.

Part Number	Description	Quantity/Vehicle
11569698	RIVET	16
88861417 – US 88861418 - CN	SEALANT, RTV	1
Obtain Locally	1/8" (3.17 MM) COBALT DRILL BIT	2 (submit as Net Item)
Obtain Locally	17/64" (6.75 MM) COBALT DRILL BIT	2 (submit as Net Item)
7770B220*	ASHLAND PLIOGRIP (ADHESIVE)	1 (Submit as Net Item)

\* Ashland Pliogrip is to be obtained from Crest Industries, Inc. as follows:

**U.S. Dealers:** Call 1-800-822-4100, 8:00 AM – 4:30 PM EST

**Canadian Dealers:** Call J-2 Products (Crest Distributor) at 1-888-880-0025 or 416-665-1404 (Canada), 8:00 AM – 4:30 PM EST.

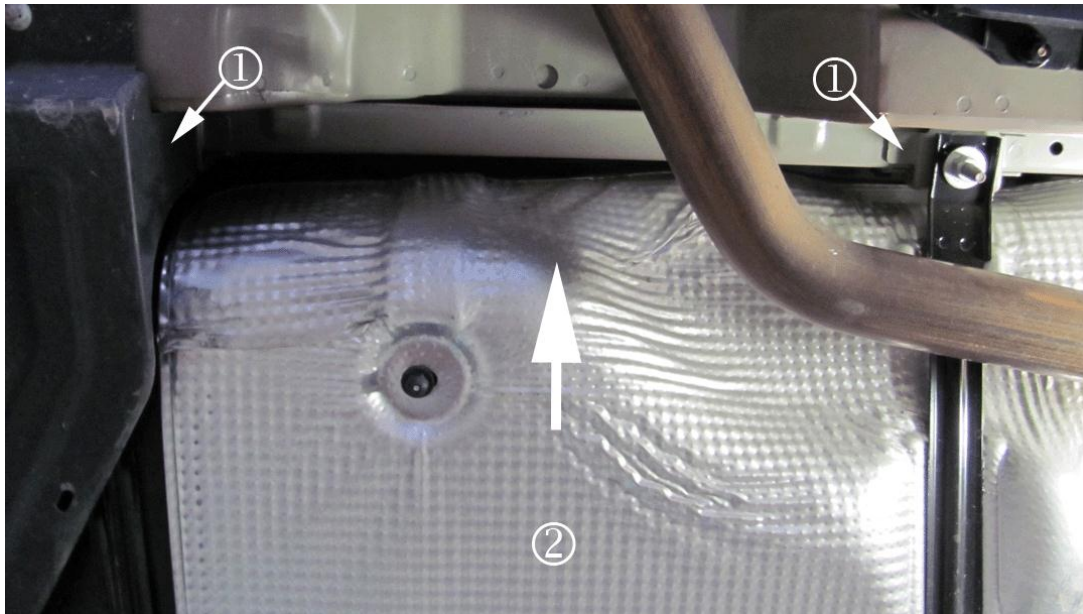
**Note:** Depending on availability, Ashland Pliogrip (Green), part number 7770/220, may be provided in place of the black version of the Ashland Pliogrip, part number 7770B/220. A dual cartridge applicator tool is required to apply the Pliogrip two-part polyurethane adhesive. If your dealership does NOT have a dual cartridge applicator tool, obtain one from Crest Industries.

## SERVICE PROCEDURE

### **Fuel Tank Bracket Weld Inspection**

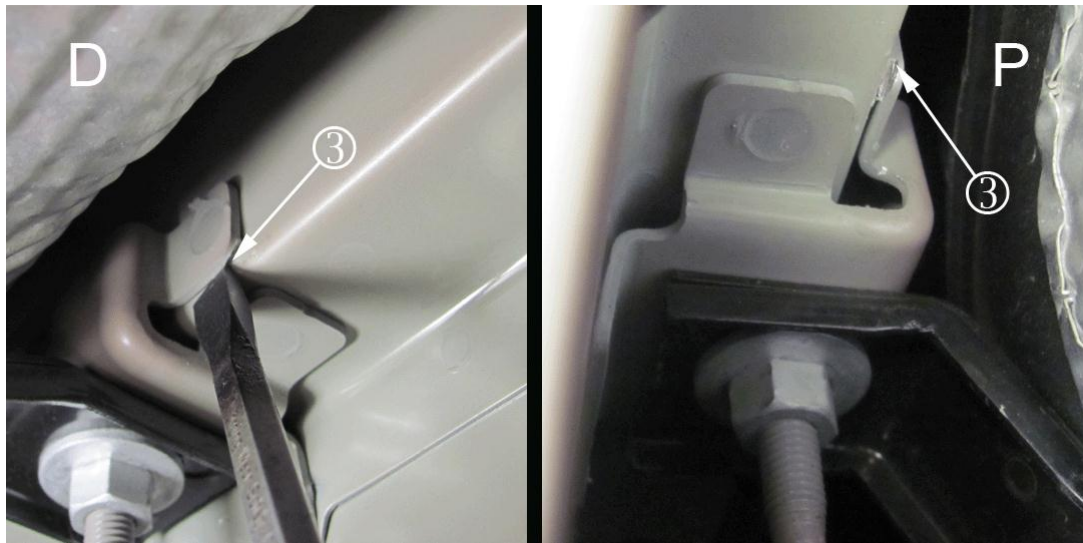
**Note:** A chisel and hammer are required to complete the fuel tank bracket weld inspection.

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



Arrow indicates direction for front of vehicle. (1) Fuel Tank Strap Bracket locations. (2) Fuel Tank.

2. Locate the front fuel tank strap brackets (1).



**Note:** Ensure the chisel is positioned between the bracket and the vehicle floor pan. Firmly strike the chisel three (3) times to determine if there is a good weld between the bracket and floor pan. **Perform the fuel tank bracket repair in this bulletin if one or both of the fuel tank strap brackets fully OR partially separate from the floor pan after performing the inspection.**

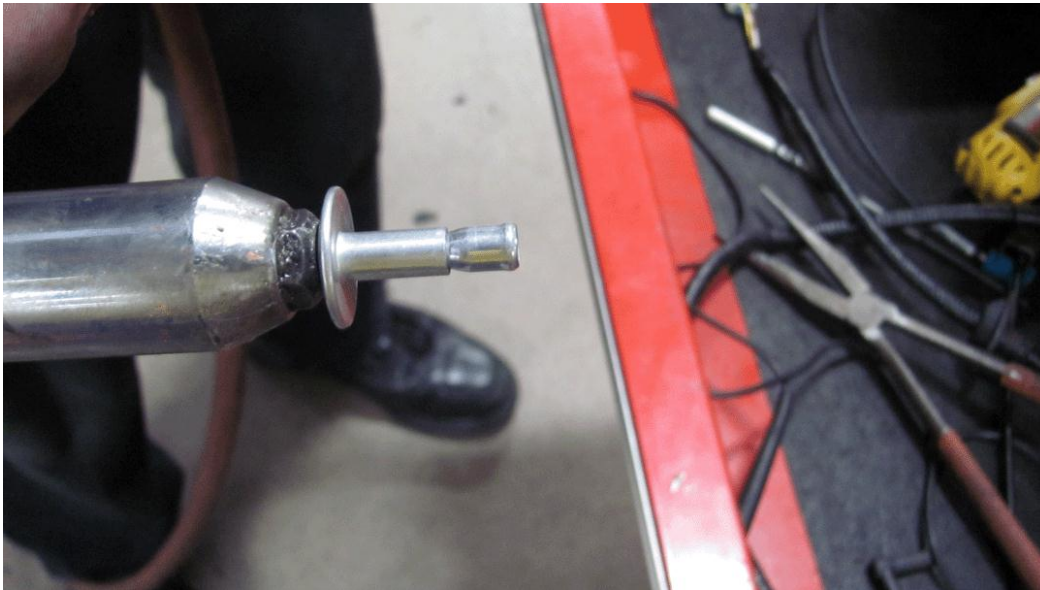
3. Using a chisel and a hammer, inspect the welds of the front driver and passenger side fuel tank strap brackets (3). Refer to portion 'D' of the photograph to view the driver side fuel tank strap bracket. Refer to portion 'P' of the photograph to view the passenger side bracket.
  - If the two fuel tank strap brackets do NOT separate from the floor pan after performing the chisel test, lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI. No further action is required.

- If either of the fuel tank strap brackets separate from the floor pan after performing the chisel test, the fuel tank strap brackets **MUST** be repaired. Refer to *Fuel Tank Bracket Repair* in this bulletin.

### Fuel Tank Bracket Repair

**Note:** The following tools are required to complete the service procedure in this bulletin:

- A compact quality drill.
  - Drill bits that will drill through high strength steel.
  - A pneumatically powered pop rivet gun that accepts 6.35 mm (¼ in), 4.76 mm (3/16 in), 3.96 mm (5/32 in) and 3.17 mm (1/8 in) rivets.
  - Small disposable brush for spreading the Pliogrip two-part polyurethane.
1. Remove the fuel tank from the vehicle. Refer to *Fuel Tank Replacement* in SI.
  2. Make a pop rivet template tool using one of the rivets and a punch.



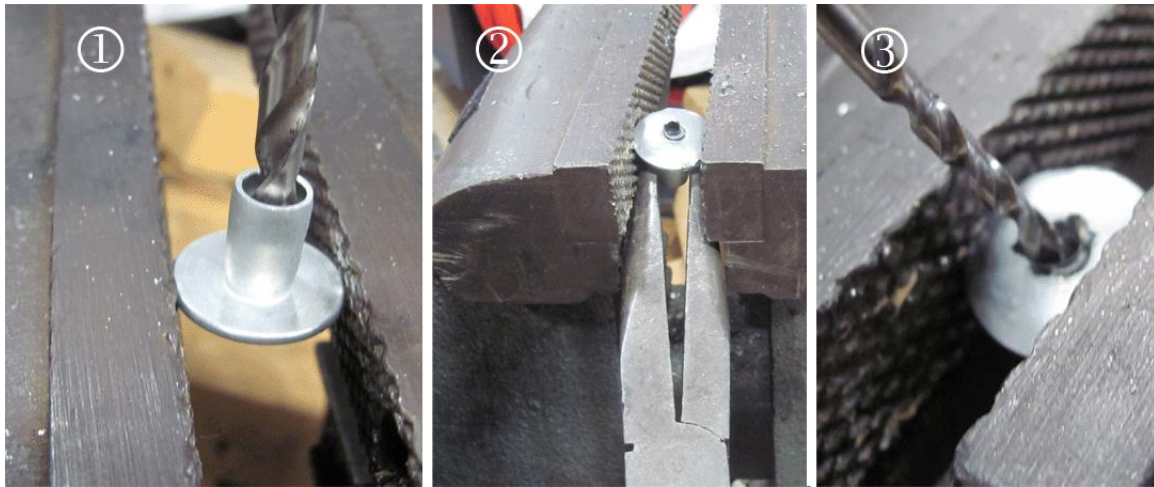
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- 2.1 Insert a pop rivet into the pop rivet gun.
- 2.2 Eject pop rivet into tool box drawer as shown in illustration.



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- 2.3 Collect the pop rivet head from the tool box drawer.

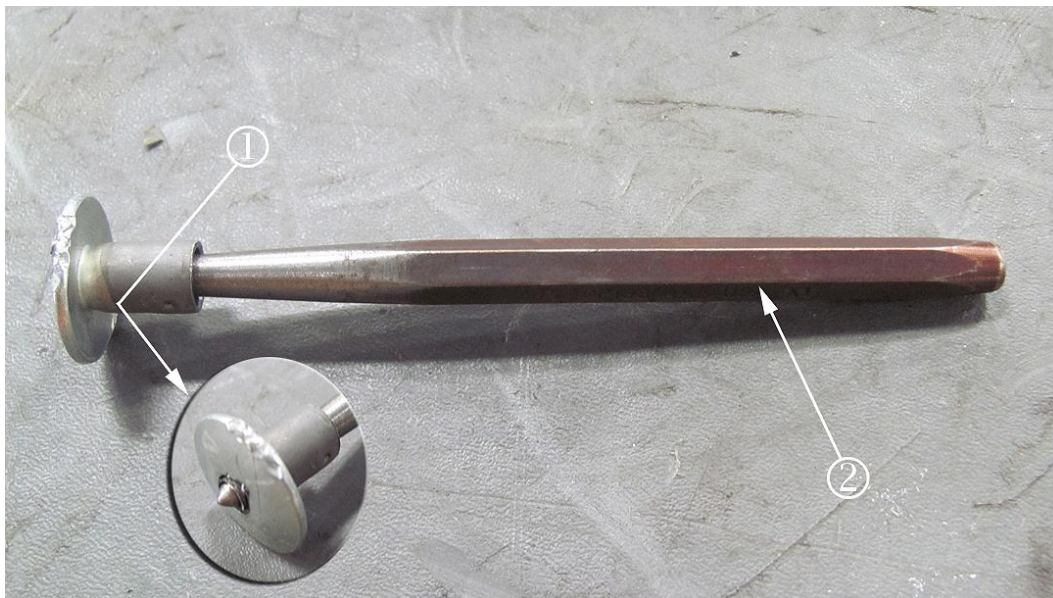


**Warning: The rivet head will get hot during the hole drilling process. Use pliers to remove the pop rivet from the vice. Allow the pop rivet head to cool BEFORE assembling the pop rivet template tool.**

2.4 Secure the pop rivet head into a vice.

2.5 Drill a pilot hole through the center of the pop rivet head using a 3.17 mm (1/8 in) bit. Begin drilling from the stem side of the pop rivet head first (1).

2.6 Drill 6.75mm (17/64 in) hole through the pilot hole (2) (3).



2.7 Insert the point (1) of the punch (2) through the hole in the rivet head.

3. Determine the condition of the fuel tank strap bracket.

**Caution:** Ensure the Pliogrip two-part polyurethane mix is uniform in color BEFORE applying it to the backside of the fuel tank strap bracket. Discard the first 25 mm (1 in) of the mix that is not uniform. The color of the polyurethane varies: The polyurethane mix will be either black or green. The Pliogrip two-part polyurethane has a 30-minute open time. The application of the Pliogrip two-part polyurethane and the assembly of the driver and passenger side fuel tank strap brackets must be completed in 30 minutes.

**Note:** Use duct tape to secure the fuel tank strap bracket to the floor pan. Locate the fuel tank strap bracket in its original position. Look for witness marks on the floor pan to assist in locating the proper location for the bracket.

- If the fuel tank strap bracket fell off during the weld inspection, apply the Pliogrip two-part polyurethane, P/N 7770B220, to the backside of the bracket using a small brush. Ensure the Pliogrip is applied to the backside of the fuel tank strap bracket mounting tabs. The mounting tabs contact the floor pan of the vehicle.

**Caution:** To avoid damaging the fuel tank strap bracket, do NOT attempt to pry the fuel tank strap bracket off the floor pan if the bracket is ONLY partially separated from the floor pan.

- If the fuel tank strap bracket is only partially separated from the floor pan, apply the Pliogrip two-part polyurethane, P/N 7770B220, with a small brush to the backside of bracket where it is separated from the floor pan.



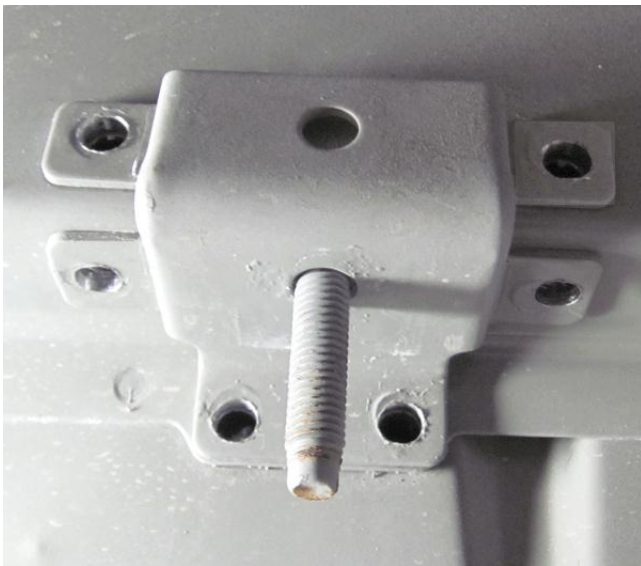
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**Note:** Use the pop rivet head on pop rivet tool as guide to ensure proper clearance is achieved between tab portion of the bracket and the raised portion of the bracket.

4. Using the pop rivet template tool, center punch the bracket metal in the six locations that a hole will be drilled. Refer to the photographs BEFORE steps 5-10.



5. Drill six 3mm (1/8 in) pilot holes into the passenger side fuel tank strap bracket.
6. Drill six 3mm (1/8 in) pilot holes into the driver side fuel tank strap bracket.



7. Drill six 6.75mm (17/64 in) holes through the six pilot holes of the passenger side fuel tank strap bracket.
8. Drill six 6.75mm (17/64 in) holes through the six pilot holes of the driver side fuel tank strap bracket.



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9. Install the six pop rivets, P/N 11569698, into the passenger side fuel tank strap bracket.
10. Install the six pop rivets, P/N 11569698, into the driver side fuel tank strap bracket.



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11. Apply RTV, P/N 88861417 (88861418 for Canada) (or equivalent), on and around each of the 6 rivet heads of the passenger side fuel tank strap bracket.
12. Apply RTV, P/N 88861417 (88861418 for Canada ) (or equivalent), on and around each of the 6 rivet heads of the driver side fuel tank strap bracket.
13. Install the fuel tank. Refer to *Fuel Tank Replacement* in SI.



**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. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9100208	Inspect Fuel Tank Strap Bracket – No Further Action Req'd	0.3	N/A
9100209	Repair Fuel Tank Strap Bracket (inc inspection)	2.5	*

\* Submit for the actual cost of the drill bits and Ashland Pliogrip needed to perform the required repairs.

**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)**

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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.

## DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' 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 dealership 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.



November 2013

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 a defect, which relates to motor vehicle safety, exists in certain 2013-2014 model year Chevrolet Sonic vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

**IMPORTANT**

- Your vehicle is involved in safety recall 13296.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

**Why is your vehicle being recalled?**

A front fuel tank strap bracket may separate from the vehicle due to insufficient welds. If this occurs, the increased load on the remaining bracket could cause it to separate. The fuel tank would not be supported by the fuel tank straps and would rest on the exhaust pipe and/or the plastic fuel tank shield. If this occurs, you may hear a rattling or scraping noise. If the fuel tank shield and fuel filler neck do not support the fuel tank, the fuel tank may separate from the vehicle. If the fuel tank is punctured, and if a source of ignition is present, a fire could occur.

**What will we do?**

Your GM dealer will inspect the front fuel tank strap bracket welds. If the welds are smaller than specified, your dealer will install rivets to secure the bracket. 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 inspection time of 20 minutes. If the welds require repair, your vehicle will be needed for an additional 2 hours and 15 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	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
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 13V454.

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 #13296