



Service Bulletin

File in Section: -

Bulletin No.: PI0820

Date: September, 2012

PRELIMINARY INFORMATION

Subject: Rear Speaker Distortion, Rattle or Vibration in Rear Package Shelf Area (Rear Window Panel Trim)

Models: 2012 Buick Verano

Condition/Concern

Some customers may comment on a rattle type noise or vibration coming from the rear window panel area. This condition may also be described by the customer as a buzzing or distorted rear audio speaker.

Recommendation/Instructions



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This condition may be caused by an adhesion failure on the rear window trim panel attachment and/or insulation components. The two clips located at the rear of the panel are the most likely to come loose, however all of the glued on components should be checked.

Important: For the correct material flow and open time, the hot melt adhesive working temp is 176°C to 218°C (350° F to 425°F). A hot melt glue gun with a minimum rating of 220 watts is recommended for the best results.

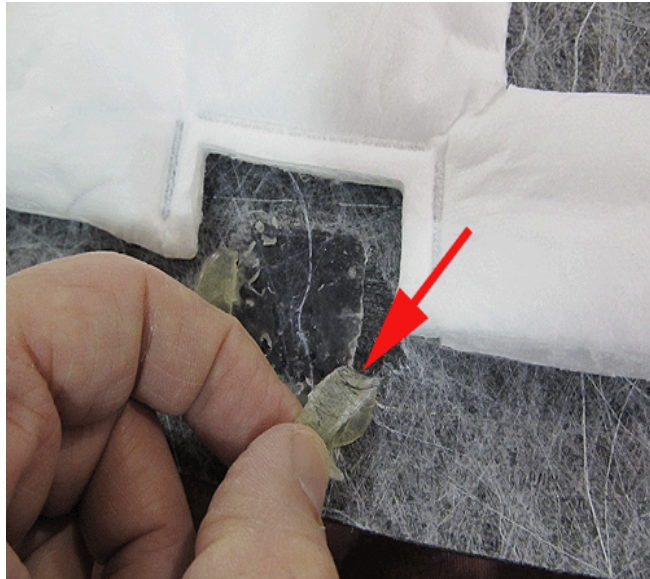
Use the following steps to repair the condition.

1. Remove the rear window trim panel. Refer to Rear Window Panel Trim Replacement in SI.
2. With the panel placed on a suitable clean work surface, inspect the panel for loose components.
3. With the loose attachment clips identified, use the following steps to remove, position and reglue the components.



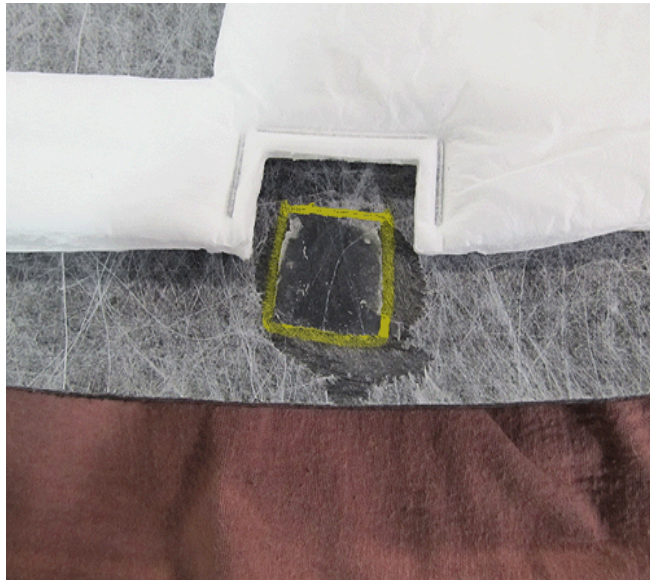
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- 3.1. Remove the affected fastener and remove any remaining glue from the fastener. Ensure all of the glue is removed including all material that has traveled through the 6 attachment holes.



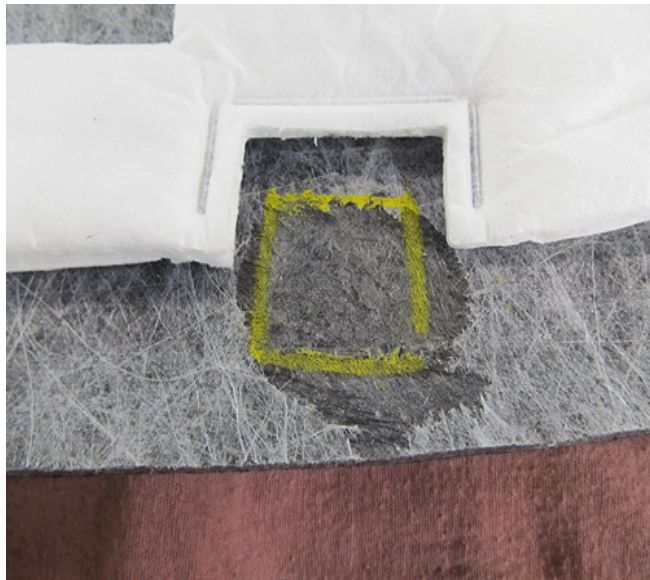
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- 3.2. On the trim panel, remove the thick layer of glue around the perimeter of the attachment point. Do not remove the adhesive that is directly under the fastener. A small amount of trim panel material may peel off with the glue. Use care to not tear the trim panel foundation material.



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3.3. Using a paint pen or marker, outline the attachment point on the trim panel.



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3.4. Remove the remainder of the glue from the trim panel.



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- 3.5. Using a hot glue gun, apply GM P/N 12377914 (in Canada, use 88864881) Hot Melt Adhesive Stick to the fastener mounting area. Using the alignment marks created in step #3.3 to position the fastener, attach the fastener to the trim panel foundation material.



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Ensure that the adhesive flows through all of the holes in the base of the fastener as shown. This locks the adhesive to the fastener base.

4. If one of the foam blocks is loose, reattach with a general purpose spray trim adhesive.
5. Reinstall the rear window trim panel. Refer to Rear Window Panel Trim Replacement in SI.

Parts Information

Part Number	Description
12377914 (in Canada, use 88864881)	Hot Melt Adhesive Stick

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
C9527*	Reinstall Rear Window Panel Trim Attachment Clips	1.4 hr
Add	Reinstall Rear Window Panel Trim Foam Spacer Blocks	0.2 hr

Labor Operation	Description	Labor Time
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		