



# Service Bulletin

File in Section: 08 - Body and Accessories

Bulletin No.: 12-08-51-002

Date: November, 2012

## INFORMATION

**Subject:** Spray-in Bed Liner General Information and Repair Procedures

**Models:** 2013 Chevrolet Silverado HD 2500/3500 Series  
2013 GMC Sierra HD 2500/3500 Series  
Equipped with Spray-in Bed Liner (RPO CGN)

### Spray-in Bed Liner General Information

Starting with model year 2013, a spray-in bed liner (RPO CGN) is optional on Crew Cab trucks with 6.6' and 8' boxes.

The bed liner is applied directly to the truck bed as a GM Factory option. This process creates a bonded coating that prevents water, dirt, dust and other contaminants from affecting the painted metal surface of the truck bed.

The black finish resists degradation from exposure to sun light, chemicals and other environmental factors, while providing a texture that prevents slippage or movement of goods. The coating also resists scratches, dents and dings that would damage a regular painted surface. This type of liner requires no repositioning over time.

Unlike other aftermarket spray-in bed liners, this product has been specifically designed and tested for General Motors trucks according to OEM specifications.

**Note:** The spray-in bed liner was not designed for use with the GM Accessory Cargo Management System that was offered on 2012 and prior models.

### Care Instructions

**Important:** Spray-in bed liners are permanent coatings that bond to the truck beds and other surfaces that are not removable. Promptly rinse the bed liner surface following a chemical spill to avoid permanent damage following long term exposure of the chemical.

**Caution:** Do not use silicone-based protection products to clean your bed liner as they may reduce the effectiveness of the slip resistant texture and may lead to an injury. Silicone based materials may also degrade the spray-in bed liner surface.

The shine and luster of the bed liner can fade from oxidation, road dirt, heavy-duty hauling and hard water stains. To help keep your bed liner looking and performing well, it is recommended that the bed liner can be cleaned at the same time and manner as the rest of the vehicle, simply by washing using a mild detergent and spraying the liner out. Automatic car wash residue may leave a white film. This can be removed with normal washing and brushing if needed. This is considered vehicle maintenance.

A specific Silicone free bed liner conditioner is available through your GM dealership. See procurement procedure below. The conditioner is available directly through the supplier, not through Customer Care and Aftersales Parts.

To restore the original appearance, wash the bed liner with a mild detergent. Once the liner is dry, apply the silicon free bed liner conditioner (note it will spray on blue, it will dry clear) and let dry.

### Application Details

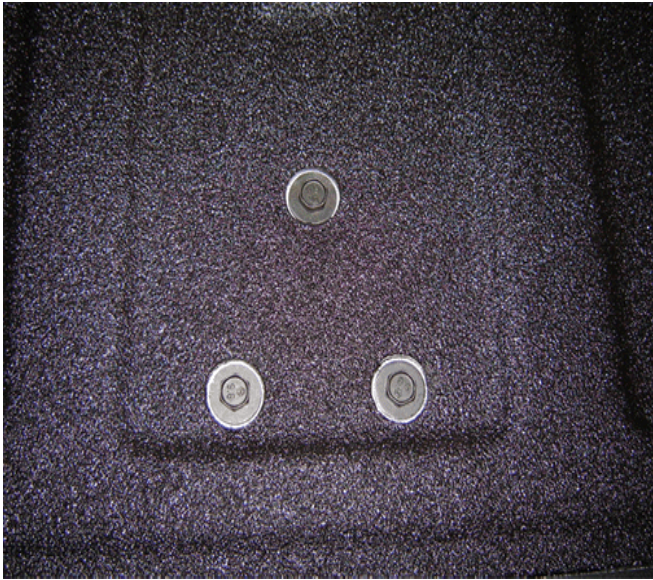
The photos below show the areas that are covered by the spray-in bed liner. These should be used as a guideline when making any repairs or answering customer questions concerning bed liner coverage areas.

Because the bed liner material is sprayed on evenly, any variation in the bed such as seam sealer or spot welds in the sheet metal will show underneath the spray on coating. This is an expected condition. The coating does not completely fill in these variations.



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Entire bed



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Tailgate handle bolts



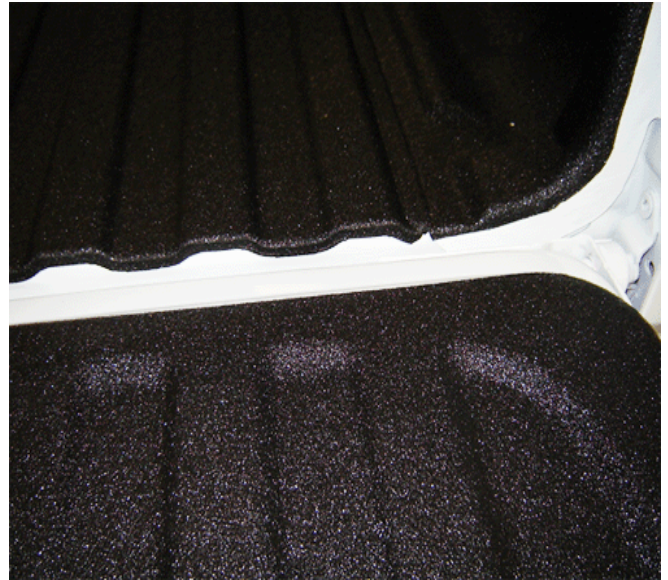
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Tailgate side view



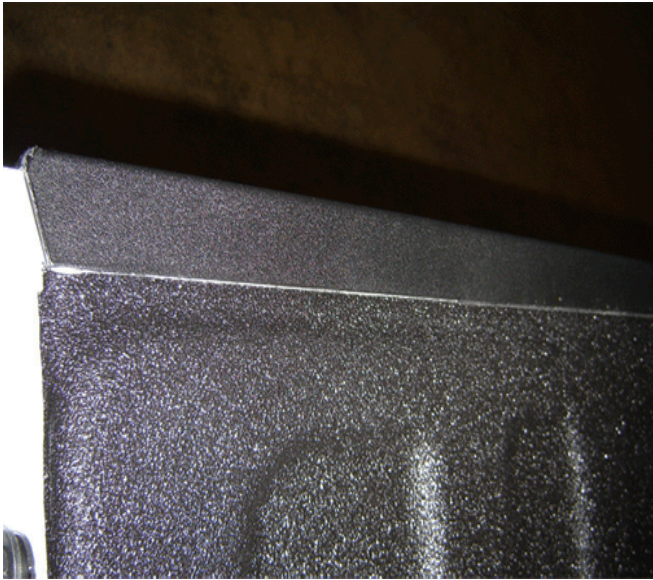
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Tailgate with Rear Vision Camera (gate in closed position)



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Lower tailgate and bed floor



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Tailgate end cap



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Bed header panel



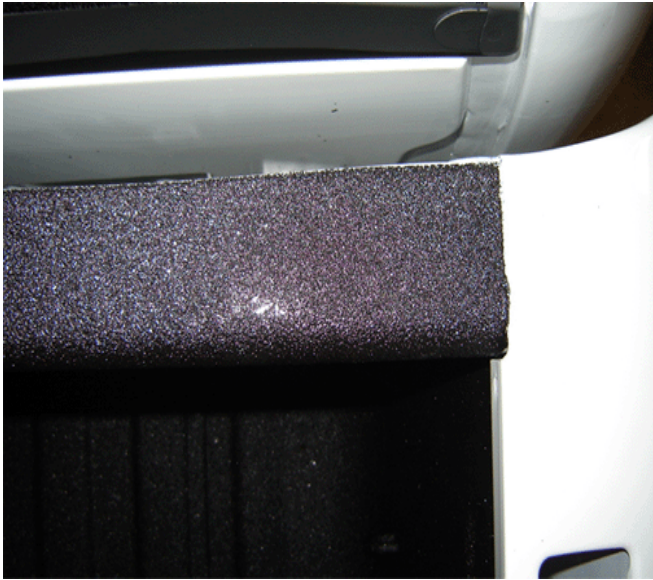
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Spot weld under bed liner example



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Bed header panel close up



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**Bed header panel/side panel joint**



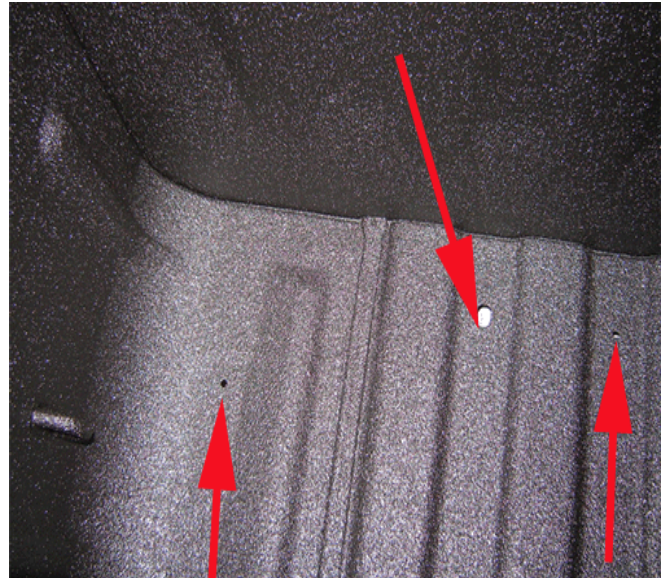
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**Tailgate opening view**



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**Bed floor (with rear camera access panel, gate open)**



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**Drain holes**

**Repair information**

Bed liner repairs should be handled similar to other body repair and sublet to an appropriate vendor (identified on the website below) or performed by the dealer (if proper equipment and skill set are available). This includes warranty, New Vehicle Damage claims, customer pay and collision repairs. Additional information is provided in this bulletin to clarify the repair process and supplier information.

Repairs to the spray-in bed liner fall into small or large categories. This will determine how the repair procedure will be performed. Any damage to the underlying sheet metal must be repaired (including corrosion protection) prior to repairing the bed liner material.

Most larger repairs will likely be performed by the approved Ultimate Linings authorized dealer network facilities and submitted as a sublet repair if it is warranty or New Vehicle Damage related. These facilities can be found in the following contact information:

<http://www.gmbedlinerrepair.com/>

or

800.994.0658 (English and Spanish speaking customers only)

All repair information, parts and/or facilities that can perform the repairs are listed in the website.

## Small Repairs

Small repairs (a small repair is defined as a gouge 1.5 in (40 mm) in diameter or less) can be completed using Qwik Fix Kit P/N "A-GMREPAIRKIT." The GM dealership or the authorized repair center can complete this repair. The parts and vendor information are available in the GM Bed liner Repair website or 800 number. This type of repair is for small areas of damage and uses as twin pack repair material along with a pattern patch.

### Process to obtain the required repair kit:

- Access the Ultimate Linings website at <http://www.gmbedlinerrepair.com/> or contact Ultimate Linings at 1-800.994.0658 (English and Spanish speaking customers only).
- Select ORDER PARTS on the upper right part of the screen.
- Complete the Request form.
- Ultimate Linings will contact the dealer to complete the order.

Order status can also be obtained through the website by selecting "Check Ticket Status" link at the top.

### Additional Items Required:

- Dual Cartridge Caulk Gun P/N 00012-T0990-23 (Should be a part in stock at the dealer, only order if needed).
- Static mixing tips – the kit has 5, if more are needed please order from [www.gmbedlinerrepair.com](http://www.gmbedlinerrepair.com).
- Razor Knife.
- Flat Blade Screwdriver.
- Prep Solvent such as lacquer thinner and clean lint free cloth.
- Bed liner Conditioner – (00012-T0990-01) – Not required but can help the older material match the new repair finish.
- Gloves.
- Safety Goggles.

### Repair steps:

Use the following steps to repair small damage area:



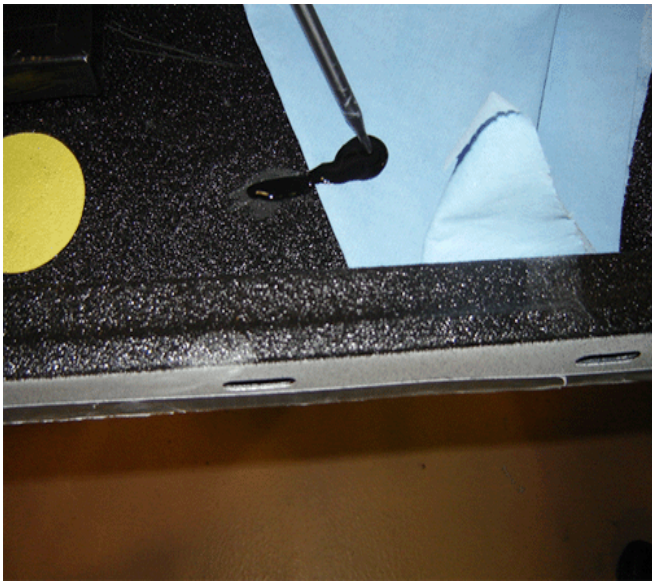
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1. Use a utility knife or screwdriver to remove any loose debris from the repair area. Bevel the edge of the repair area with the utility knife.
2. Use a prep solvent to clean the area and allow to dry.
3. Place a large paper shop towel next to the repair area.
4. Shake the cartridge material to insure proper mix and insert into the gun.



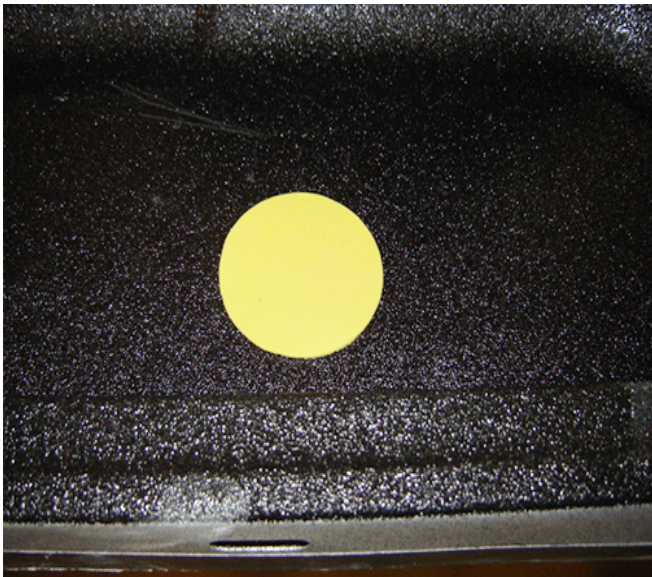
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5. Purge the mixing tip away from the repair area (on the towel) to ensure proper material mix. Pump the cartridge at least 3 times verifying there are no striations in the material to ensure proper mix. The material should be a solid black color.



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6. Noting the viscosity of the repair material, moving from the towel to the repair area, use a slow bead to fill the entire repair area from the outer edges, spiraling into the center moving back to the towel leaving no tail of the material on the repair area. If the repair area is overfilled the edges can be feathered out using an edge of the textured pad. It is better to slightly overfill the repair area.



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7. Place the textured pad over the repair area and apply firm and even pressure for a minimum of 2 minutes.



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8. Using a small block, such as a piece of 2 x 4 wood, allows for a more even pressure application.



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9. Release the pressure and slowly remove the pad. If any material sticks to the pad, it can be removed once dry.
10. When completed, wait approximately 10 minutes then apply bed liner conditioner to the repaired area if required to blend the color of the repair with the existing bed liner.



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11. Long tears are handled in the same way but broken down into smaller sections to allow enough time to complete the section within the cure time of the material and to be small enough to be covered by the textured pad.
12. Left over unmixed material can be kept properly sealed for up to 30 days.

**Important:** If the material does set in 2 minutes, or does not harden in 30 minutes, the A and B portion of the repair material did not mix properly. If this occurs, clean the affected area with solvent and reapply the repair material making sure there is a good mix (all black in color) using a new tip.

## Large Repairs

Large repairs are best performed by an approved Ultimate Linings authorized dealer network facility. The Claim must be submitted as a sublet repair if it is warranty or New Vehicle Damage related. These facilities can be found in the following contact information:

<http://www.gmbedlinerrepair.com/>

or

Ph. 800.994.0658 (English and Spanish speaking customers only)

## Parts Information

Small repair parts along with bed conditioner are available through the Ultimate Linings website at [www.gmbedlinerrepair.com](http://www.gmbedlinerrepair.com)

Part Number	Description
00012-T-0990-01	12 oz. Bed liner Conditioner
QF-100	100 ml UL ABRM cartridge
P-7700846	5-32 chamber static mix tips
00012-T-0990-23	Dual Cartridge Caulk Gun
A-GMREPAIRKIT	Small Bed liner Repair Kit w/5 mix tips

## Warranty Information

The spray-in bed liner is covered under the terms of the New Vehicle Limited Warranty. However restoring a loss of shine or luster is considered a maintenance item similar to cleaning the rest of the vehicle, as described above.

If warranty repairs are required, transporting the vehicle to and from the sublet repair facility needs to be documented properly and submitted as a net item as with the rest of the S2 sublet repair.

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
B6837	Spot repair Spray-in Bed Liner	0.5 hr
B6838	Sublet Spray-in Bed liner Repair	As Required

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