



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Black Door Tape Cleaning / Replacement
Expires with Base Warranty

MODELS: 2013 Chevrolet Spark

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to clean or replace the black door tape at the A and B pillars on certain 2013 model year Chevrolet Spark vehicles. These vehicles may have an appearance issue related to the black door tape wrinkling or shrinking.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians 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.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

Parts required to complete this service update, except the adhesive remover, are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. 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.

Part Number	Description	Quantity/Vehicle
95181807	TAPE- FRT S/D WDO FRM RR APLQ LH	1
95181808	TAPE- FRT S/D WDO FRM RR APLQ RH	1
95181809	TAPE-RR S/D WDO FRM FRT APLQ LH	1
95181810	TAPE-RR S/D WDO FRM FRT APLQ RH	1
95181811	TAPE- BODY SI UPR MLDG LH	1
95181812	TAPE- BODY SI UPR MLDG RH	1
Obtain Locally	Adhesive Remover *	As Required (Submit in Net Item)

* For removing adhesive residue, use 3M Woodgrain and Stripe Adhesive Remover #8908 (24 Oz Can) or equivalent if available. **Do not order from GMCCA.**

SERVICE PROCEDURE

Replace the B-pillar black tape (6 ea or 2 ea) and clean the adhesive residue from the A-pillar, following the service procedures below for each affected vehicle.

Scenario 1: A-Pillar Cleaning

Scenario 2: A-Pillar Cleaning & B-pillar Body Black Tape (2 ea) Replacement

Scenario 3: A-Pillar Cleaning & B-pillar Body and Door Black Tape (6 ea) Replacement

B-Pillar Door Black Tape

1. Remove the exterior door sill molding at the window.



1.1. Lower the door glass window fully and remove the screw from door glass molding (located in interior door jamb) with screwdriver. (FRT LH/RH, RR LH/RH)

Note: Be careful not to bend or damage the molding when disassembling it. If you lift it up step by step slowly, you can avoid door molding bending & damage.

Note: A new exterior door glass sill molding should be replaced if clips are broken during disassembly.



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2. Detach the outer door glass molding.



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3. Pull the door weather strip to rework position.



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4. Remove the black tape from the door.



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5. Wipe to remove adhesive residue using 3M Woodgrain and Stripe Adhesive Remover #8908, or equivalent if available.



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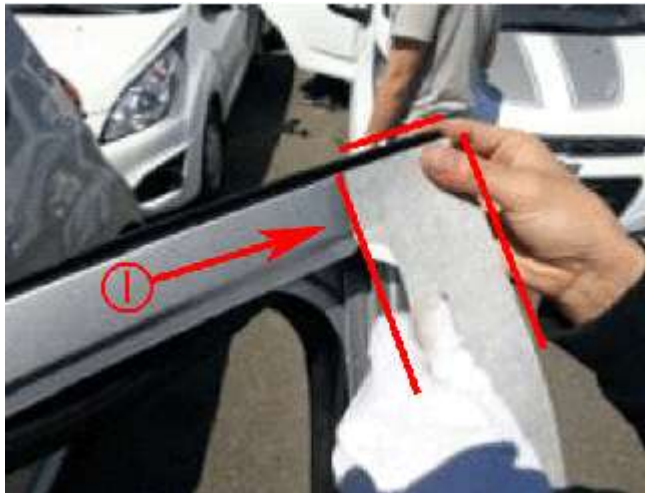


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Note: Do not spray the adhesive remover on the body directly.

Note: Clean the stained remover on the body parts if required (OSRVM cover/Glass run/Door molding / Fixed glass molding.)

6. Align door top and the new black tape to the upper door edge and attach the black tape.



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7. Remove release-liner and squeeze with squeegee from top to bottom.



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8. Remove the Pre-Mask Tape.



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9. Remove bubbles with a squeegee.
10. Assemble the weather strip and door glass molding in reverse order. (Steps 3, 2,1)
11. Check for noise while operating glass window.
12. If noise is present, confirm and relocate the weather strip and door glass molding.

B-Pillar Body Black Tape



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1. Remove the black tape from door body



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2. Wipe to remove adhesive residue using 3M Woodgrain and Stripe Adhesive Remover #8908, or equivalent if available.

Note: Do not spray the adhesive remover on the body directly.

Note: Clean the stained remover on the body parts if required (OSRVM cover/Glass run/Door molding / Fixed glass molding.)



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3. Align door top and the new black tape to the upper door edge and attach the black tape.
 - 3.1. Remove release-liner and squeeze with a squeegee.
 - 3.2. After film is attached, remove the Pre-Mask Tape.
 - 3.3. Remove any bubbles by wiping the stripe out with a squeegee.

A-Pillar Cleaning



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1. Wipe to remove adhesive residue using 3M Woodgrain and Stripe Adhesive Remover #8908, or equivalent if available.

Important: Do not inject the remover on the body directly

Notice: Clean the stained remover on the body parts if required (OSRVM cover/Glass run/Door molding / Fixed glass molding.)

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9100100	A-Pillar Cleaning Only	0.2	*
9100101	A-Pillar Cleaning & Black Tape (B-pillar body: 2 ea) Replacement	0.4	*
9100102	A-Pillar Cleaning & Black Tape (All : 6 ea) Replacement	1.2	*

* The amount identified in "Net Item" should represent the actual sum total of the adhesive remover needed to perform the required repairs, not to exceed \$3.00 USD, \$4.00 CAD.

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES
DCS3011
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 23, 2013

Subject: 13232 – Service Update Bulletin
Black Door Tape Cleaning / Replacement

Models: 2013 Chevrolet Spark

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is announcing Service Update Bulletin 13232 today. The total number of U.S. vehicles involved is 2,608. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History screen in GWM will be updated July 24, 2013. A list of involved vehicles in dealer inventory is attached to this message.

Service Update Bulletin (SUB) Information Link

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES