



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Exterior Paint Rough Finish/Dull Appearance

**Models:** 2013 Buick Encore  
2013 Chevrolet Caprice PPV, Spark

**Attention:** All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application under the Service Information section with reference to this PI number.

### Condition/Concern

Some customers or Buick and Chevrolet dealers may comment on a rough and/or dull paint finish condition on the horizontal exterior surfaces of the vehicle. This condition may also appear on the window glass and vehicle exterior trim and lamps.

This condition is most likely a combination of airborne dirt and sea salt, combined with rainfall, that is causing the rough or dull finish condition. As airborne contaminants combine with water, the contaminants are suspended in the water. As the water dries or evaporates, the contaminants are left to adhere to the finish. This process is accelerated by exposure to the sun. The heat from the sun can cause the contaminants to “bond” to the finish.

Washing the car with automatic car washing equipment may not remove these contaminants because the soap solution is not allowed to soak the vehicle long enough to soften and remove the contaminants from the paint.

### Recommendation/Instruction

**Note:** The vehicle should be washed top to bottom with a very clean chamois. Avoid using a sponge, which can hold particulates and cause scratches to the vehicle.

To remove the contaminants, perform this operation on a cool vehicle, in a shaded area (avoid direct sunlight). Thoroughly wet a large towel in hot water and allow it to sit on the contaminated surface for 15 to 20 minutes. Remove the towel and soak the towel in hot water and apply it to the area again. After the second application of the wet towel, thoroughly wash contaminated area with hot water and a high quality car wash soap and a very clean chamois. Keep the surface saturated with hot water and the wash solution using a circular motion.

**Note:** In extreme cases it may be necessary to apply a 50/50 mixture water and vinegar to the window glass to remove the residue, followed by a thorough rinse with clean water.

### Parts Information

Part Number	Description
88865217 (U.S.) 02675207 (Canada)	WASH WAX CONCENTRATE 16 oz

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
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1480078*	Exterior Paint Rough Finish/Dull Appearance Repair	1.0 hr (Spark) 1.5 hrs (Encore) 2.0 hrs (Caprice PPV)
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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