



# Service Bulletin



## SPECIAL COVERAGE

**SUBJECT: Special Coverage Adjustment – Improperly Formed Hood Panel Clinch Joints**

**MODELS: 2014 Buick Verano  
2014 Chevrolet Sonic**

### CONDITION

On some 2014 model year Buick Verano and Chevrolet Sonic vehicles, certain hood clinch joints may have been manufactured out of specification. These hood clinch joints secure the hood striker reinforcement plate to the inner hood panel. The long-term durability of the hood may be impacted by clinch joints that are not manufactured within specification. If a vehicle has this condition, the hood may squeak, rattle, and/or not properly close.

### SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to drill out the identified clinch joints and replace them with rivets. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after October 28, 2014 are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to October 28, 2014 must be submitted to the Service Contract provider.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section 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.

## PART INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

| Part Number | Description | Quantity/Vehicle |
|-------------|-------------|------------------|
| 11561547    | RIVET       | 10               |

## SERVICE PROCEDURE

Use the following steps to install rivets in the locations that may have unformed clinch joints. These rivets will need to be primed and painted after installation. On Sonic vehicles, there are two clinch joints that need to be serviced on the right rear down turned flange in addition to the front area.

**NOTE:** Use extreme care to protect the outer hood panel from damage when performing these repairs. Make sure the work area that the hood is placed on is clean, padded and supports the hood in a manner that does not dent or damage the outer panel.

1. Remove the hood from the vehicle. Refer to *Hood Replacement* in SI. Place the hood on a suitable work surface.
2. Remove the hood insulator. Refer to *Hood Insulator Replacement* in SI.
3. Locate the clinch joints to be serviced, they are circled in white below.



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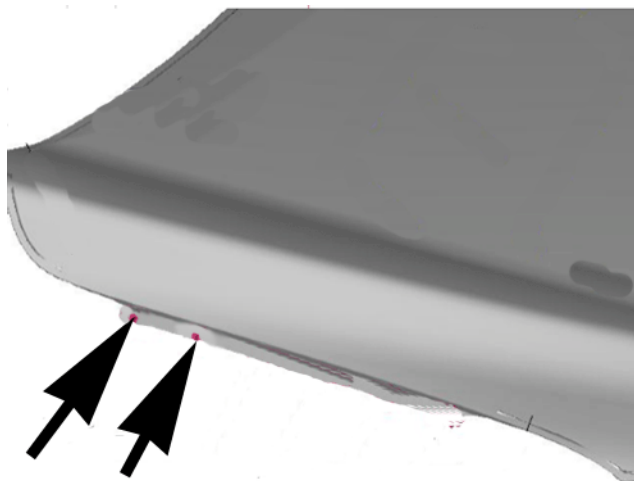
### **Verano Service Locations**



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### Sonic Service Locations

**Note: On Sonic Vehicles, there are two clinch joint locations on the right rear of the hood in addition to the eight front locations.**



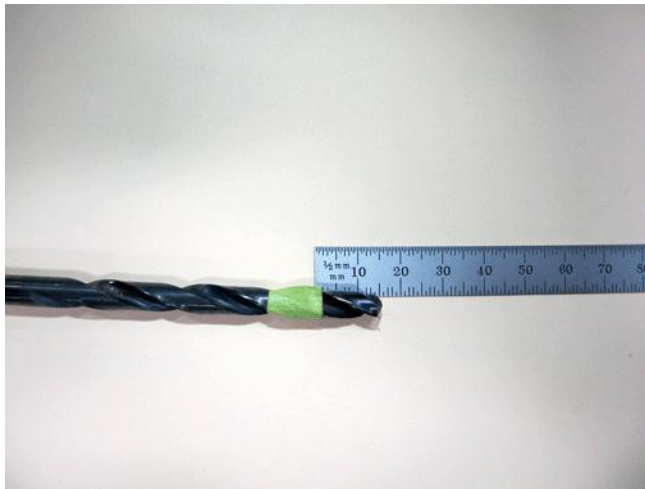
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### Sonic Service Locations



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4. Center punch the clinch joints to be serviced. Use care to center the punch mark.



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5. Place a drill stop or masking tape at a depth of 15mm on to a 6.8mm drill bit.



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6. Drill through the clinch joints.



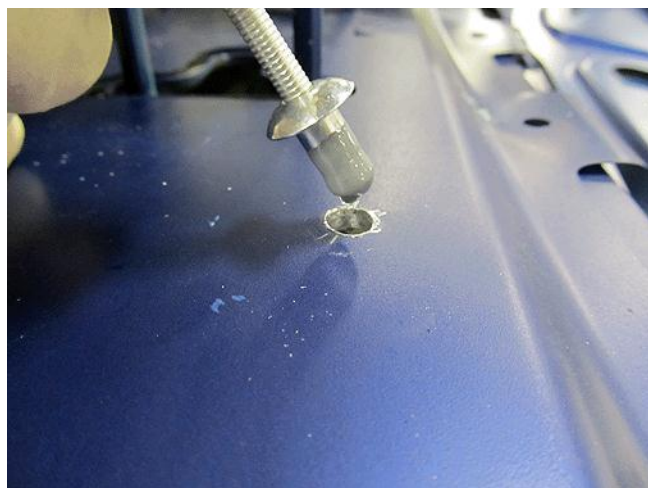
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7. Clean any burrs or rough edges from the drilled holes.
8. Ensure all of the raised portion of the clinch joint is removed leaving a flush surface.
9. Using a vacuum cleaner or similar tool, remove all of the drill shavings from the hood.



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10. \*Prepare a small portion of catalyzed primer in a mixing cup.



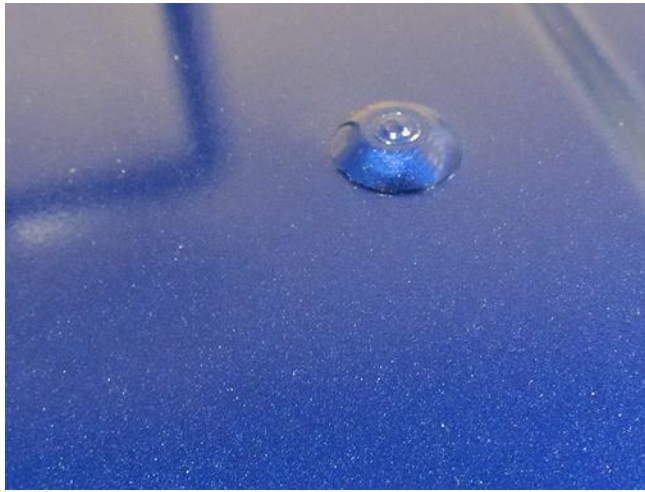
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11. Dip the tip of the rivet into the primer.



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12. Install the rivet using a rivet gun. Repeat this rivet installation at all of the clinch joint repair locations. Clean any primer squeeze out before it dries.
13. Check the installed rivets and ensure there are no sharp edges or burrs on the rivet. File smooth if required.



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14. \*Prepare and refinish the area as required.
  - Note the gloss level of the under hood finish and adjust the clear coat being applied as required.
  - Use care to preserve the under hood decals, do not remove or replace the decals.
15. Reinstall the hood insulator. Refer to *Hood Insulator Replacement* in SI.
16. Reinstall the hood. Refer to *Hood Replacement* in SI.

\* Refer to the 2014 GM Approved Refinish Materials booklet (GMW-15406) for specific products. To access the booklet, go to [www.genuinegmparts.com](http://www.genuinegmparts.com). Click on Collision Repair. From this page, Click on Paint Shop. Select 2014 GM Approved Refinish Materials. In Canada, the GM Approved Refinish Materials Booklet is also available in GM GlobalConnect by choosing LIBRARY, SERVICE and then PAINT SHOP.

#### COURTESY TRANSPORTATION – For US and Canada

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 ZREG transaction type, unless noted otherwise.

| Labor Code | Description                                                                    | Labor Time | Net Item |
|------------|--------------------------------------------------------------------------------|------------|----------|
| 9900088    | Install Service Rivets, Paint Hood Underside as Required (inc. paint mix time) | 2.1        | *        |

\* The amount identified in Net Item should reflect the actual cost of the paint and material allowance (GH).

**CUSTOMER NOTIFICATION**

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



November 2014

Dear General Motors Customer:

As the owner of a Buick Verano or Chevrolet Sonic, your satisfaction with our product is very important to us.

This letter is intended to make you aware that certain Buick Verano or Chevrolet Sonic vehicles may have a condition where some of the hood clinch joints may have been manufactured out of specification. These hood clinch joints secure the hood striker reinforcement plate to the inner hood panel. The long-term durability of the hood may be impacted by clinch joints that are not manufactured within specification. If a vehicle has this condition, the hood may squeak, rattle, and/or not properly close.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2014 model year Chevrolet Sonic or Buick Verano within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

| Division              | Number         | Text Telephones (TTY) |
|-----------------------|----------------|-----------------------|
| Buick                 | 1-800-521-7300 | 1-800-832-8425        |
| 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 |                       |

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Alicia S. Boler-Davis  
Sr. Vice President  
Global Quality & Customer Experience

Enclosure  
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