



# Service Bulletin

File in Section: -

Bulletin No.: PIE0297

Date: April, 2014

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Exterior Paint Finish Peeling, Chips or Poor Adhesion

**Models:** 2014 Buick Verano

**Attention:** Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information PIs.

### Condition

**Important:** If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment that the exterior paint finish is peeling, chips easily or has poor adhesion.

### Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

### Instructions

If a vehicle is encountered with a paint concern, contact the engineer listed below before performing any corrective steps.

### Contact Information

Engineer Name	Phone Number
Juan Carlos Aldana Rios	(248) 881-5836

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

### Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
1480278*	Engineering Information – Exterior Paint Finish Peeling, Chips Or Poor Adhesion	0.4 hr

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 It will not be published in the Labor Time Guide.