



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Untreated Rivets and Poor Paint Finish on Underside of Hood

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

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THIS PROGRAM IS IN EFFECT UNTIL NOVEMBER 30 2016.
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CONDITION

Certain 2014 model year Buick Verano and Chevrolet Sonic vehicles may have a condition in which out of specification underhood clinch joints were replaced with rivets at the time of manufacture. These rivets were not treated with corrosion protection and may also exhibit poor paint finish quality. The lack of corrosion protection may lead to surface corrosion. The poor paint finish may be a customer quality perception concern.

CORRECTION

Dealers are to inspect the underhood panel for completeness of rivet installation, apply corrosion protection to the installed rivets, and refinish the repair area.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen 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.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

Parts required to complete this program 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.

* 3M® #08892 Rust Fighter-I may be obtained from your local body shop supplier.

Part Number	Description	Quantity/Vehicle
11561547	RIVET	As Required
*08892	*3M® Rust Fighter-I Aerosol - 18.75 oz.	(Submit in Net Item)

Note: one aerosol can of Rust Fighter will typically service seven vehicles.

SERVICE PROCEDURE

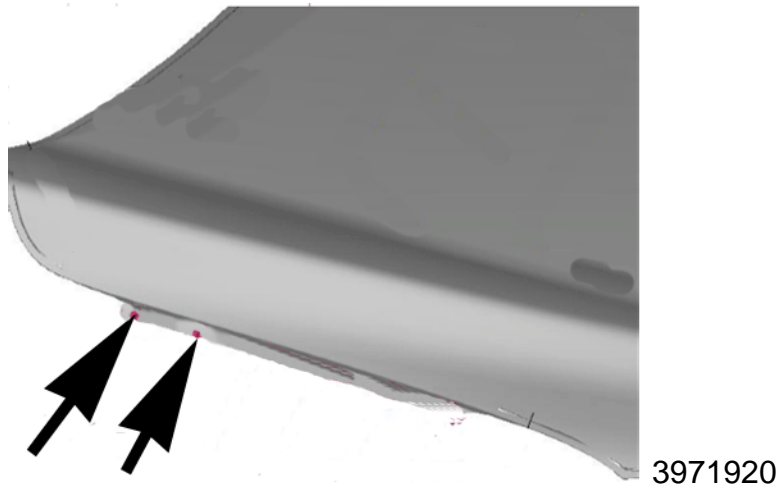
Use the following steps to inspect and repair the under hood clinch joints as necessary.

Rivet Inspection (Sonic only):

There are 10 rivet repair locations on the Sonic hood. 8 across the front and 2 at the right rear corner. Use the following graphics to insure all 10 locations have rivets. If any rivets are missing, use the Rivet Installation steps below to install the necessary rivets. If all of the locations have a rivet installed, proceed to the Finish Repair and Corrosion Protection Steps.



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Sonic Rivet Locations

Rivet Installation:

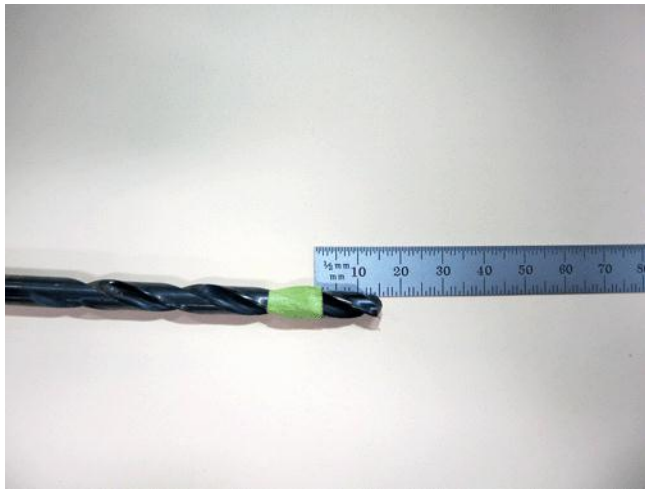
Use the following steps to install rivets in the locations that may have unformed clinch joints. These rivets will need to be primed and painted after installation.

Note: Use extreme care to protect the outer hood panel from damage when performing these repairs. Make sure that the work area 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.



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.



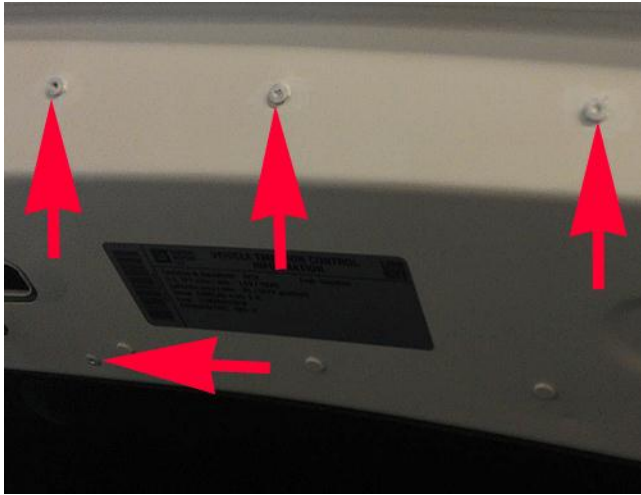
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12. Install the rivet using a rivet gun. Repeat this rivet installation at all of the clinch joint repair areas. Clean any primer squeeze out before it dries.
13. Check the installed rivets and ensure there are no sharp edges or burrs on the rivet.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

Finish Repair and Corrosion Protection:

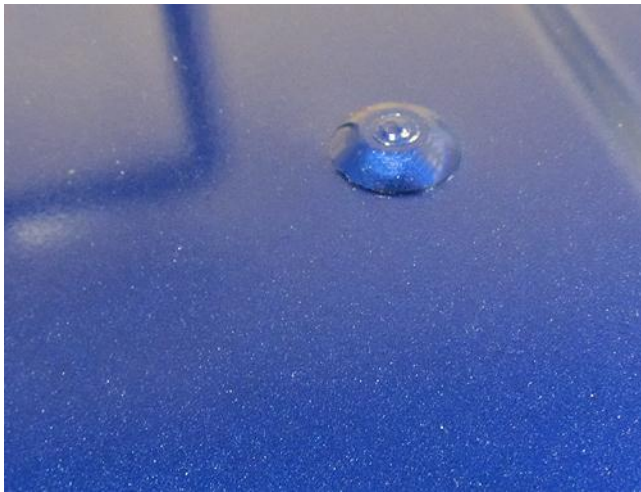
Use the following steps to repair the paint finish on the underside of the hood, rustproof the inside of the hood structure and clean any under hood drill shavings. If the hood has already been removed from the vehicle, perform these steps before reinstalling the hood.

14. Open the hood and locate any repaired clinch joints. These joints were repaired by installing a pop type rivet.
15. Remove the hood insulator. Refer to *Hood Insulator Replacement* in SI.



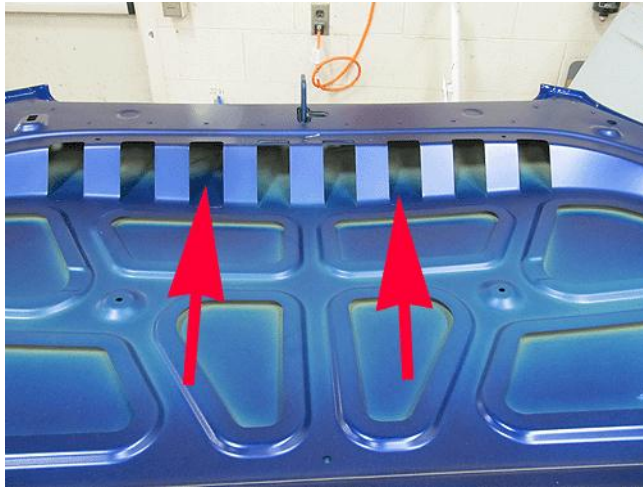
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16. Inspect the appearance of the paint repair in the replacement rivet areas. These areas will need to be refinished.
17. Sand off the brush applied touch up paint as required. If any corrosion is present, repair as necessary before paint.



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18. **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.



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19. Coat the back of each repair rivets with *3M® #08892 Rust Fighter-I or the equivalent. This area can be accessed through the holes in the hood inner frame.

20. Reinstall the hood insulator. Refer to *Hood Insulator Replacement* in SI.

21. Reinstall the hood if required. Refer to *Hood Replacement* in SI.

Carefully inspect the motor compartment for any drill shavings or rust stains. Remove the debris and clean the area as necessary.

* We believe these sources and their products to be reliable. There may be additional manufacturers of such material. General Motors does not endorse, indicate any preference for or assume any responsibility for the products from these firms or for any such items which may be available from other sources.

** **Note:** Refer to the 2014 GM Approved Refinish Materials booklet (GMW-15406) for specific products. To access the booklet, go to 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

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 ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9101041	Install Corrosion Protection, Service Rivets on Hood Inner Panel and Refinish as Required (inc. paint mix time)	1.6	*

* The amount identified in Net Item should reflect the actual cost of the Rust Fighter (not to exceed \$3.00 USD, \$4.00 CAD), and paint and material allowance (GH).

CUSTOMER NOTIFICATION

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through November 30 2016.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through November 30 2016, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



November 2014

Dear General Motors Customer:

We have learned that your 2014 model year Buick Verano or Chevrolet Sonic may have been built with a condition in which out of specification underhood clinch joints were replaced with rivets at the time of manufacture. These rivets installations were not treated with corrosion protection and may also exhibit poor paint finish quality. The lack of corrosion protection may lead to surface corrosion. The poor paint finish may be a quality perception concern.

Your satisfaction with your Buick Verano or Chevrolet Sonic is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will inspect the underhood panel for completeness of rivet installation, apply corrosion protection to the installed rivets, and refinish the repair area. This service will be performed for you at **no charge until November 30 2016**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact 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 sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

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

GM CUSTOMER CARE AND AFTERSALES
DCS3430
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 31, 2014

Subject: 14676 - Customer Satisfaction Program
Untreated Rivets and Poor Paint Finish on Underside of Hood

Models: 2014 Buick Verano and Chevrolet Sonic

To: All Buick and 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 releasing Customer Satisfaction Program 14676 today. The total number of U.S. vehicles involved is approximately 2800. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on November 20, 2014.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated October 31, 2014. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available November 12, 2014.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES