



# Program Bulletin



## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Left Rocker Panel Split below B-Pillar

**MODELS:** 2014 GMC Acadia

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

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THIS PROGRAM IS IN EFFECT UNTIL AUGUST 16, 2016.  
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### CONDITION

On certain 2014 model year GMC Acadia models, it is possible that a split is present on the left body side rocker panel below the B-pillar. If this is present, this sheet metal defect will degrade the cosmetic appearance and degrade corrosion performance.

### CORRECTION

Inspect, and if necessary, repair a split at the left body side rocker panel below the B-Pillar and perform a related paint repair.

### 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

Part Number	Description	Quantity/Vehicle
*07466 (Obtain Locally)	3-M Scotch-Brite™ Clean and Strip Disc Abrasive Wheel	1
<p><i>*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. 3M® Clean and Strip may be obtained from your local body shop supplier.</i></p>		

### SERVICE PROCEDURE

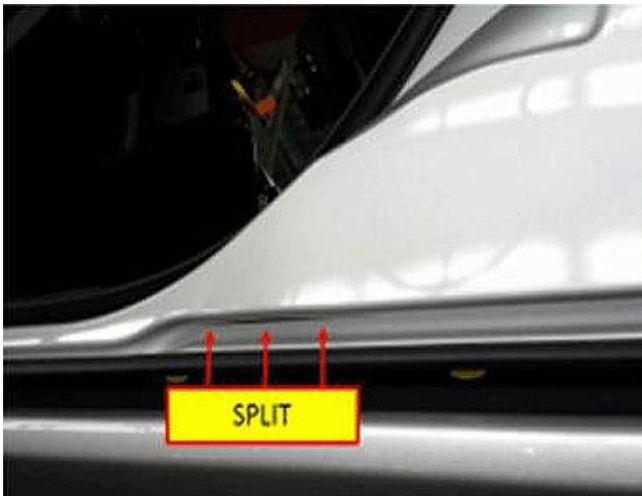


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Use the following steps to inspect and repair the left rocker panel for a split in the metal. This condition is at the base of the B pillar just above the rocker panel molding.

#### Inspection Procedure:

1. Wash the left front rocker panel area removing any dirt or mud from the center area of the door opening.



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2. Open the driver side front door and inspect the area shown for any evidence of a small split in the metal. This may be indicated by small rust stains or peeling paint.
3. If a thorough inspection reveals no indication of a split, no further action is required. If there is evidence of a split condition, proceed to the repair steps listed below.

Repair Procedure:

**Warning:** Refer to *Approved Equipment for Collision Repair Warning in SI*.

1. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
2. Protect the door trim panel, interior trim and seats from damage using weld blankets.
3. Remove the left side rocker panel trim. Refer to *Rocker Panel Front Molding Replacement (Acadia)* in SI.
4. Remove the finish and rust from the repair area using a \*3-M Scotch-Brite™ Clean and Strip Disc Abrasive Wheel (3M Part # 07466). Ensure all of the rust is removed leaving clean bare metal.
5. Locate the two ends of the split.
6. Drill a 3mm (1/8in.) hole at each end of the split.
7. Weld the split closed using MIG stitch welding.
8. To create a solid weld with minimum heat distortion, make 25 mm (1 in) stitch welds along the split with 25 mm (1 in) gaps between them. Then go back and complete the stitch weld.
9. Metal finish the repair area as required.
10. Apply the sealers and anti-corrosion materials to the repair area as necessary. Refer to *Anti-Corrosion Treatment and Repair* in SI.

**Note:** 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.

11. Paint the repaired area.
12. Reinstall the left side rocker panel trim. Refer to *Rocker Panel Front Molding Replacement (Acadia)* in SI.
13. Reconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

**COURTESY TRANSPORTATION – For US**

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.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Material Allowance</b>
9100762	Inspect Left Rocker Panel for Split - No Repairs Needed	0.2	N/A
9100805	Repair Left Rocker Panel Split, Includes Paint Repair	3.4**	GE*
<i>* Paint and Materials</i>			
<i>** The amount identified in Net Item should be the actual cost of the abrasive wheel needed to complete the repair, not to exceed \$11.00 USD, \$ 13.25 CAD.</i>			

**CUSTOMER NOTIFICATION – For US**

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 August 16, 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 August 16, 2016, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

August 2014

Dear General Motors Customer:

We have learned that your 2014 model year GMC Acadia may have a condition in which a split is present on the left hand body side rocker panel below the B-pillar. If this is present, this sheet metal defect will degrade the cosmetic appearance and degrade corrosion performance.

Your satisfaction with your Acadia 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, and if necessary, repair a split at the left body side rocker panel below the B-Pillar and perform a related paint repair. This service will be performed for you at **no charge until August 16, 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)
GMC	1-800-462-8782	1-888-889-2438
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.

Jim Moloney  
General Director,  
Customer and Relationship Services

GM CUSTOMER CARE AND AFTERSALES  
DCS3295  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 16, 2014

Subject: 14412 - Customer Satisfaction Program  
Left Rocker Panel Split below B-Pillar

Models: 2014 GMC Acadia

To: All GMC 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 14412 today. The total number of U.S. vehicles involved is approximately 24. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on August 27, 2014.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated August 16, 2014. A list of involved vehicles in dealer inventory is attached to this message.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available August 25, 2014.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES