



GM Bulletin No.: 15057  
Date: April 2015

# Service Bulletin

SB-10059105-6811

## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Double Cab Right-Rear Door Missing Laser Welds  
Expires with Base Warranty

**MODELS:** 2015 Chevrolet Silverado Double Cab  
2015 GMC Sierra Double Cab

### PURPOSE

This bulletin provides a service procedure to inspect the right-rear door for weld completeness and, if required, install service rivets on **certain** 2015 model year Chevrolet Silverado and GMC Sierra Double Cab vehicles. These vehicles may have a condition in which the right-rear door is missing two laser welds in the lower-rear corner. These missing welds may lead to a squeak or rattle condition when closing the door.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians 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.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

### PART INFORMATION

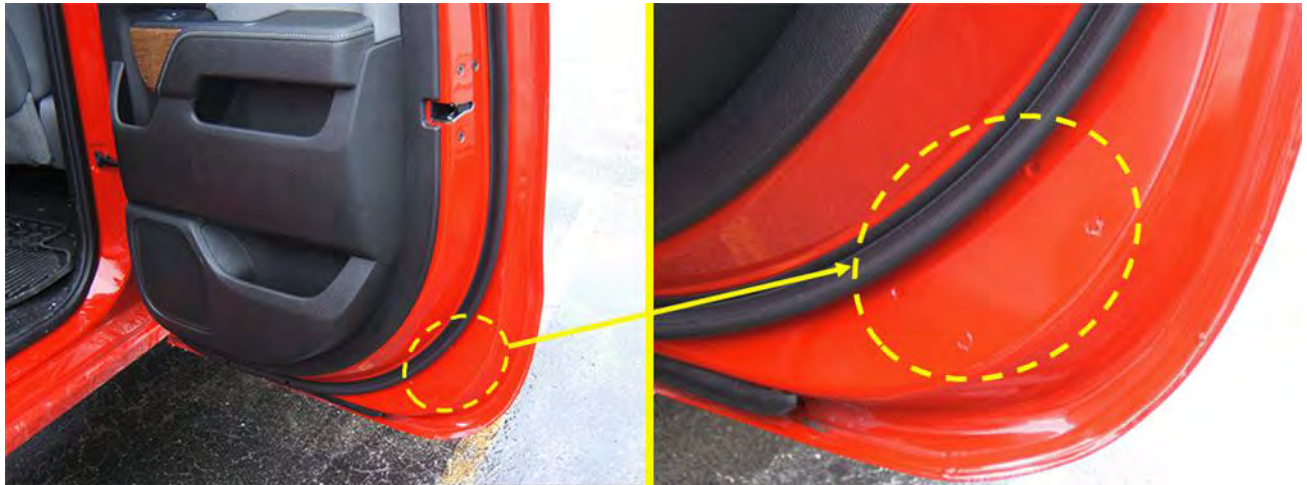
Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. This part will be on Order Writing control initially and all DRO's (Daily Replenishment Orders) will cancel. Dealers can place orders CSO (Customer Special Order). In emergency situations a dealer should place a SPAC case and the orders will be processed in the order received.

Part Number	Description	Quantity/Vehicle
11561547	RIVET	2
P10200 (Obtain from Kent Automotive*)	HIGH-TECH™ CLEAR SEAM SEALER (5 oz.)	(Submit in Net Item)

\* Contact Kent Automotive at 1-888-937-5368 (In Canada 1-800-563-1717) or [www.kent-automotive.com](http://www.kent-automotive.com). **Do not order from GMCCA.**

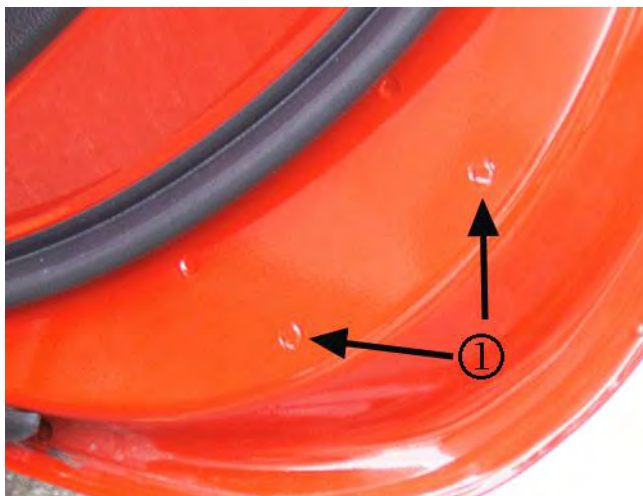
## SERVICE PROCEDURE

### INSPECTION PROCEDURE



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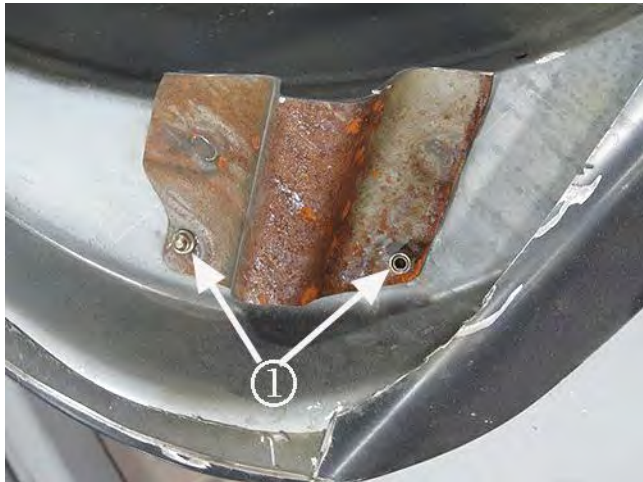
1. Open the right rear door and visually inspect the area shown circled in the graphic above.



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2. Inspect for the evidence of the two lower, outboard welds which look like “C”- shaped impressions (1).
  - If these two weld locations ARE visible, no further action is required.
  - If these two weld locations ARE NOT visible, continue ahead to the *Rivet Installation Procedure*.

## RIVET INSTALLATION PROCEDURE



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**Note:** Two rivets will be installed to the right rear door, in place of the two missing door welds. The rivets need to be located such that they engage the flat, outer flanges of the inner door beam bracket. The graphic example above has the outer door skin cut away to show the rivet interface to the internal door beam bracket, once installed.

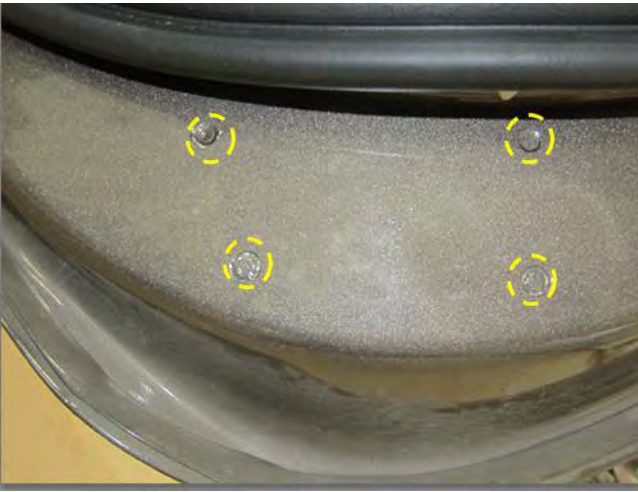


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1. Obtain 2 rivets GM P/N # 11561547, and paint the rivet the color of the vehicle.

**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.

2. Create a paper template to locate the rivet locations off of two existing welds, following the steps below:
  - 2.1 Locate a non-affected vehicle and open the right rear door.



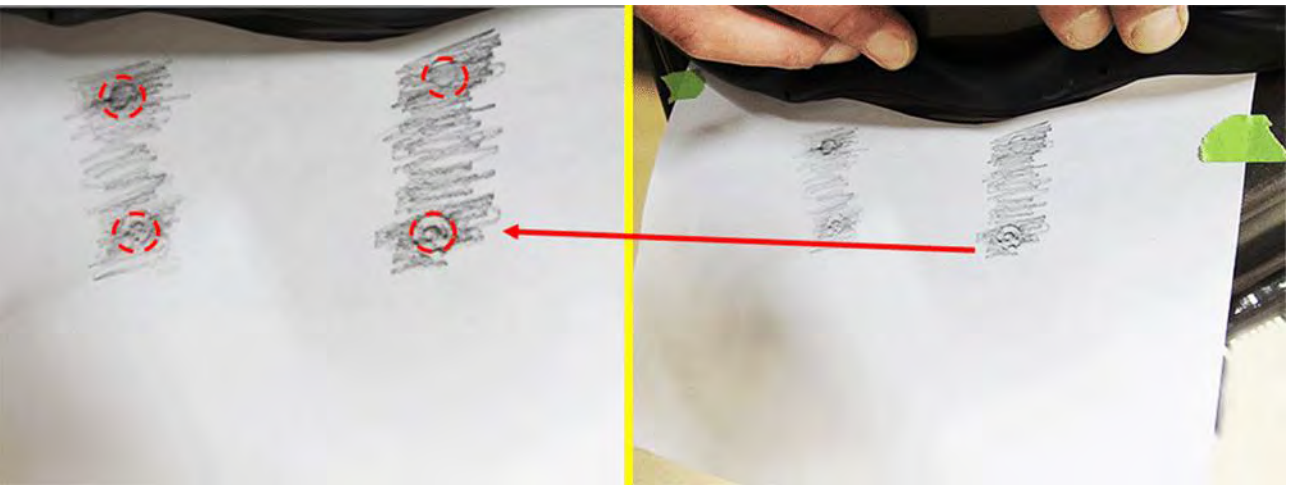
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2.2 Shown circled above, locate the four welds at the lower rear corner of the door.



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2.3 Cut a round shape into a paper template that will butt up underneath the door weatherstrip and cover the four welds.



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2.4 Tape the template to both sides of the lower corner of the door and use a pencil to lightly trace the weld locations onto the paper.

2.5 Remove the template and trace/cut out the circles designating the top welds, closest to the weather strip.

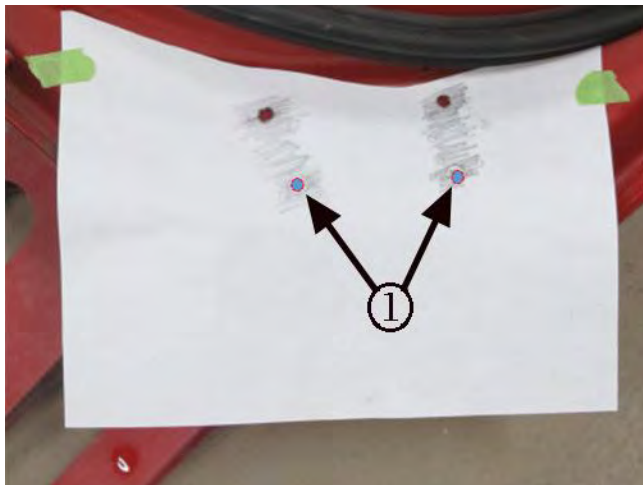


**Note:** Several of the following graphics show the door removed from the vehicle for illustration purposes only. It IS NOT necessary to remove the door to complete this repair.



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3. Open the affected right rear door and locate the existing welds, inboard near the weatherstrip.
4. Tape the template over the same location on the affected door, positioning the template with the cut out holes over the inboard welds.



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5. Use the centers of outboard weld markings (1) to mark/center punch the two new rivet locations onto the door.



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6. Place a drill stop or masking tape at a depth of 15mm (0.590 in) on to a 6.75mm (17/64 in) drill bit.



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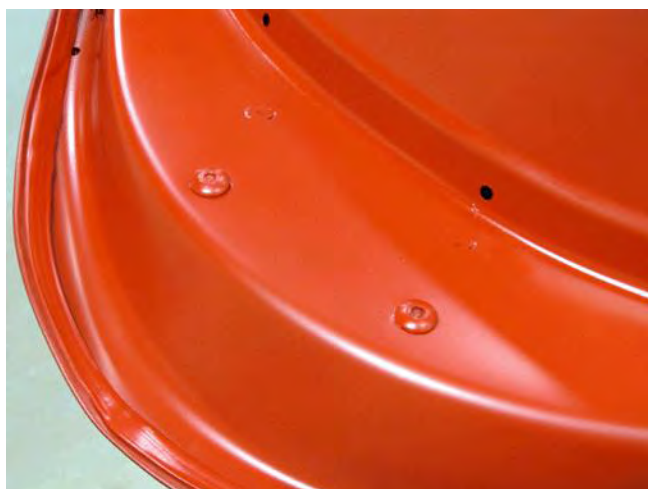
**Important:** During drilling, be aware of the drill engaging the second layer of metal, to ensure the new rivets will interface the inner door beam bracket.

7. Drill a hole at each of the two center punched locations. Clean any burrs or rough edges from the drilled holes



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8. Apply Kent Automotive High-Tech™ Clear Seam Sealer P/N P10200 to the edges of each hole.



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9. Carefully install the two pre-painted rivets. Remove any excess Kent Automotive High-Tech sealer from around the rivet heads.
10. Use additional paint to touch up the rivet centers, and allow paint to dry before closing the door.

#### 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
9101470	Right Rear Door Weld Visual Inspection, No Further Action Required	0.2	N/A
9101496	Paint Rivets (Inc. paint mix time), Apply Corrosion Protection, and Install Service Rivets (Includes inspection)	0.6	* **

\* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for the HIGH-TECH™ CLEAR SEAM SEALER needed to perform the required repairs, not to exceed \$1.00 USD, \$1.20 CAD, plus applicable Mark-Up or Landed Cost (for Export).

\*\* Use paint and material allowance GA.

#### DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.