



# Service Bulletin

## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory Vehicles Only  
Hood clinch Missing  
Expires with Base Warranty

**MODELS:** 2016 Buick Verano  
2016 Chevrolet Sonic

Vehicles involved in this recall were placed on stop delivery December 01, 2015. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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.

This service update involves vehicles in dealer inventory only and will expire January 31, 2017.

### PURPOSE

This bulletin provides a service procedure to replace the hood on **certain** 2016 model year Buick Verano and Chevrolet Sonic vehicles. These vehicles may generate noise in the hood due to missing hood clinches in the hinge and latch reinforcement areas.

**This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible but no later than January 31, 2017, at which time this bulletin will expire.**

### 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 can be found in GlobalConnect, under Departments, Service, Field Action Inventory Reports 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 recall 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.

**Important: There are only 10 vehicles involved in this program. Please order parts accordingly. Dealers are encouraged not to order parts for use as shelf stock.**

**Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which part to order.**

| Part Number | Description   | Quantity/Vehicle |
|-------------|---------------|------------------|
| 23226555    | HOOD (VERANO) | 1                |
| 95215165    | HOOD (SONIC)  | 1                |

SERVICE PROCEDURE

**NOTE: Deface the original hood to prevent it from being reused.**

Replace the hood. Refer to *Hood Replacement* in SI.

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 |
|------------|--|------------|
| 9101967    | Hood Replacement                                   | 0.9        |
|            | Verano:  |            |
|            | ADD: Refinish/Clear Coat (Paint Code GO)           | 1.5        |
|            | ADD: With Tint Coat/Tri-Coat Paint (Paint Code GC) | 0.3        |
|            | Sonic:   |            |
|            | ADD: Refinish/Clear Coat (Paint Code GN)           | 1.4        |
|            | ADD: With Tint Coat/Tri-Coat Paint (Paint Code GE) | 0.3        |

DEALER PROGRAM RESPONSIBILITY

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than January 31, 2017.



 22790 – Service Update – Release from Stop Delivery Upon Completion of Recall - Hood Clinch Missing  
Updated Date: Dec 18, 2015 14:45 ET

GM CUSTOMER CARE AND AFTERSALES  
DCS3881  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 18, 2015

Subject: 22790 – Service Update – Release from Stop Delivery Upon Completion of Recall  
Hood Clinch Missing

Models: 2016 Buick Verano  
2016 Chevrolet Sonic

To: All Buick and Chevrolet Dealers

Attention: Dealer, Dealer Principal, General Manager, General Sales  
Manager, New Vehicle Sales Manager, Parts and Service Director,  
Parts Manager, Service Manager, and Warranty Administrator

General Motors is releasing Service Update 22970 today, originally considered as a Safety Recall. The total number of U.S. vehicles involved is 10. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery December 1, 2015. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

#### Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated in the near future. A list of involved vehicles in dealer inventory is attached to this message.

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GM CUSTOMER CARE AND AFTERSALES

 22970 Bulletin.pdf  Stop Delivery BAC VIN List.xlsx

#### About this Alert

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Contact : loren.rusk@gm.com

GM CUSTOMER CARE AND AFTERSALES  
DCS3861  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 01, 2015

Subject: Stop Delivery Order for Upcoming Safety Recall  
Hood Clinch Missing

Models: 2016 Buick Verano  
2016 Chevrolet Sonic

To: All Buick and Chevrolet Dealers

Attention: Dealer, Dealer Principal, General Manager, General Sales Manager,  
Service Manager, Parts and Service Director, New Vehicle Sales  
Manager, Used Vehicle Sales Manager

**STOP DELIVERY ORDER**

Effective immediately, stop the delivery of certain 2016 model year Buick Verano and Chevrolet Sonic vehicles in new vehicle inventory. The hood inners were built without clinches due a broken punch and die.

A total of 887 vehicles were produced that had this missing hood clinch condition. These vehicles were all held at the Lake Orion Assembly Plant pending repair using an approved procedure provided by GM product engineering. Repairs on the held vehicles began on 11/12/15, and continue to date. On 11/25/15, we were made aware that 30 of the 887 vehicles requiring repair were inadvertently shipped from the plant without being repaired. A total of 10 vehicles were delivered to US dealers.

Until further instructions are received, the involved vehicles identified in the attached file must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration or any other purpose.

We are working as quickly as possible to resolve this situation.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES