



# Program Bulletin

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Sunroof Glass Breaking

**MODELS:** 2015 Buick Regal  
2014-2015 Chevrolet Cruze  
Equipped with Sunroof (RPO CF5 or C3U)

.....  
THIS PROGRAM IS IN EFFECT UNTIL DECEMBER 31, 2017  
.....

### CONDITION

**Certain** 2015 model year Buick Regal and 2014-2015 model year Chevrolet Cruze vehicles equipped with a sunroof (RPO CF5 or C3U) may have an abnormal condition in the sunroof glass panel that can cause the glass to break.

### CORRECTION

Dealers are to inspect and replace the sunroof window glass panel if necessary.

### 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 recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). 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.

Part Number	Description	Quantity/Vehicle
13402192	Window, Sun Roof	1 (if required)

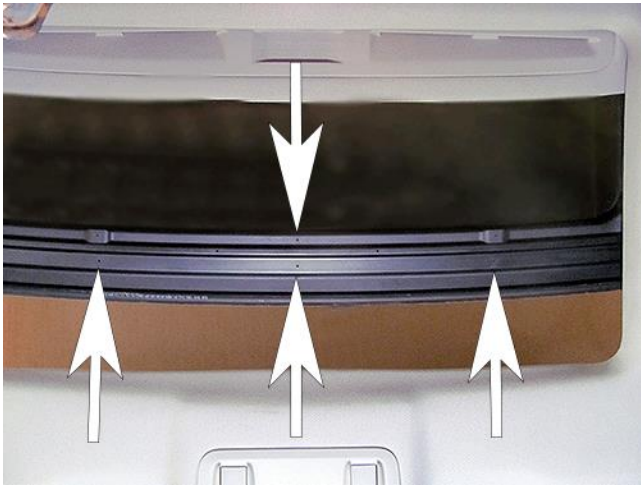
## SERVICE PROCEDURE



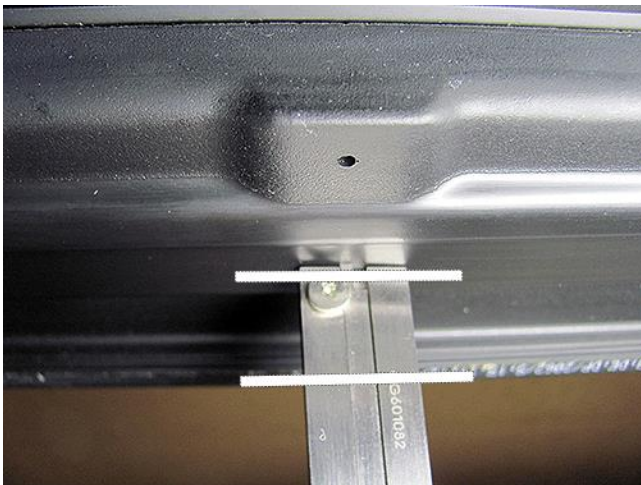
This inspection procedure requires the use of an electronic digital caliper with a depth measuring feature. Ensure the depth probe will fit into the gauge hole.

Use the following steps to inspect and if necessary, replace the glass sunroof panel assembly (window).

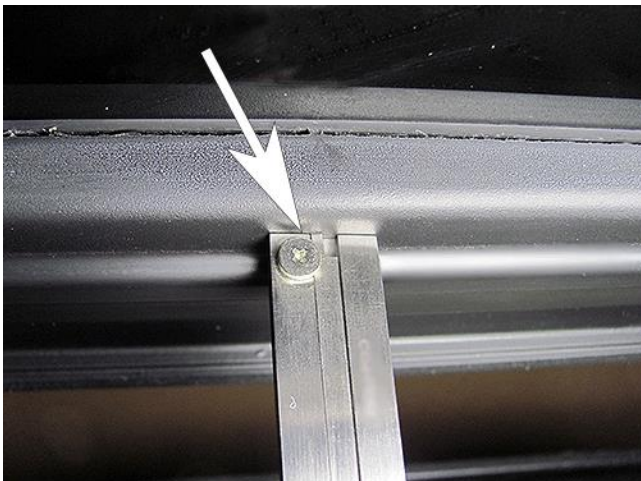
1. Open the sunroof far enough to view the underside front of the glass assembly.



2. Locate the 4 gauge holes along the front edge of the panel as shown in the graphic above (there are multiple gauge holes, only the four identified need to be measured).
3. Measure the depth of the holes as shown:



Ensure the base of the gauge is parallel to the edge of the panel.



Ensure the gauge is flat against the panel.

4. Measure the depth of the 4 gauge holes.

- If the depth is LESS THAN 2.0 mm no further action is required.
- If the depth is MORE THAN 2.0 mm, replace the sunroof window. Refer to *Sunroof Window Replacement* in SI.

### COURTESY TRANSPORTATION – For US and Canada

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
9101633	Inspect Sunroof Window Panel – No Further Action Required	0.3
9101632	Sunroof Window Replacement (Includes inspection)	0.6

### CUSTOMER NOTIFICATION – For US and Canada

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/repared 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 December 31, 2017.

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 December 31, 2017 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

December 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that certain 2015 Buick Regal and 2014-2015 model year Chevrolet Cruze vehicles equipped with a sunroof may have an abnormal condition in the sunroof glass panel that can cause the glass to break.

Your satisfaction with your GM vehicle 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, replace the sunroof window glass panel. This service will be performed for you at **no charge until December 31, 2017**. 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.

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
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.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

GM CUSTOMER CARE AND AFTERSALES  
DCS3776  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 23, 2015

Subject: 15224 - Customer Satisfaction Program  
Sunroof Glass Breaking

Models: 2015 Buick Regal  
2014-2015 Chevrolet Cruze

To: All Buick and Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, Used Vehicle Sales Manager, and  
Warranty Administrator

General Motors is releasing Customer Satisfaction Program 15224 today. The total number of U.S. vehicles involved is approximately 35,000. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on December 9, 2015.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated November 24, 2015. A list of involved vehicles in dealer inventory is attached to this message.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available November 25, 2015.