



Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Windshield Water Leak

MODELS: 2015 Buick Verano

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

CONDITION

The windshield on **certain** 2015 model year Buick Verano vehicles may not be completely sealed to the body at the top left side of the windshield. This could result in water intrusion into the passenger compartment.

CORRECTION

Dealers are to remove and reinstall the windshield glass.

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 U.S. 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

No parts are required.

Note: When removing the windshield for re-sealing, there is a chance the glass may break. If required, order the correct replacement glass based on the vehicle's VIN from General Motors Customer Care and Aftersales (GMCCA) using the Electronic Parts Catalog.

SERVICE PROCEDURE

1. Remove and reinstall the windshield glass. Refer to *Windshield Replacement* in SI.

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
9101598	Remove and Reinstall Windshield Glass	1.2	*

* The amount identified in "Net Item" should represent the actual sum total of the cost of the urethane adhesive needed to perform the required repair, not to exceed \$60.00 USD, \$85.00 CAD.

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 July 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 July 31, 2017, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



July 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that the windshield on your 2015 model year Buick Verano may not be completely sealed to the body at the top left side of the windshield. This could result in water intrusion into the passenger compartment.

Your satisfaction with your 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 remove and reinstall the windshield glass. This will ensure it is properly sealed. This service will be performed for you at **no charge until July 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
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 2015 model year Buick Verano provides you many miles of enjoyable driving.

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

GM CUSTOMER CARE AND AFTERSALES
DCS3698
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 25, 2015

Subject: 15313 – Customer Satisfaction Program
Windshield Water Leak

Models: 2015 Buick Verano

To: All Buick 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 15313 today. The total number of U.S. vehicles involved is 92. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on July 8, 2015.

Global Warranty Management (GWM)

The Investigate Vehicle History screen in GWM will be updated June 26, 2015. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available June 27, 2015.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES