

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5029
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 1, 2019

Subject: N192208590 - Customer Satisfaction Program
Sunroof Reinforcement Adhesive

Models: 2019 GMC Acadia

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192208590 today. The total number of U.S. vehicles involved is approximately 7. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will be in May 2019.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 1, 2019. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N192208590 Sunroof Reinforcement Adhesive



Release Date: May 2019

Revision: 00

Attention: This program is in effect until May 31, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Acadia	2019	2019		

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2019 model year GMC Acadia vehicles, may have a condition in which the adhesive for the sunroof reinforcement panel was applied in the wrong location.
Correction	Dealers are to apply the 2-part epoxy (Fusor 110B) in the correct location.

Parts

Quantity	Part Name	Part No.
1	Fusor 110B Metal Bonding Adhesive	NPN*

*This product is available from most major automotive paint and material suppliers. **Do not order from GMCCA.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104450	Install Panel Bonding Adhesive to Left and Right Roof Structure	4.8	ZFAT	*

* The amount identified in Net Item should represent the actual sum total of the current GMCCA dealer net price for the Fusor 110B Metal Bonding Adhesive needed to perform the required repairs, not to exceed \$65.00 USD, \$88.00 CAD.

Service Procedure

1. Remove the headliner assembly. Refer to *Headlining Trim Panel Replacement* in SI.



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NOTE: A bead of orange adhesive may be present outboard of the repair locations. This bead is not in the correct location. Install the repair material inboard of the existing orange adhesive.

2. Locate the ten areas around the sunroof reinforcement ring that require additional adhesive. There are five locations on each side of the vehicle. The locations and measurements are the same on the right and left hand sides of the vehicle.

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Adhesive locations



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3. Locate and mark the adhesive application area at each of the ten locations. Right side shown, left side locations are identical. At locations 1, 2, 4 and 5 The adhesive bead length is 75mm. At location 3, the adhesive bead length is 48mm.
4. Prepare the panel bonding adhesive for use, follow the manufacturer's instructions.



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5. Using a small pry bar, slightly separate the panels in the application area.

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6. With the panels separated, apply the panel bonding adhesive in the marked area, ensure the adhesive bead is at least 6-8 mm in diameter. Remove the pry bar.
7. Repeat steps 5 and six at all ten locations. Allow the adhesive to cure per the manufacturer's instructions.
8. Reinstall the headliner assembly. Refer to *Headlining Trim Panel Replacement* in SI.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through May 31, 2021. 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 May 31, 2021, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

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Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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**

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May 2019

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

Dear General Motors Customer:

We have learned that your 2019 model year GMC Acadia may have a condition in which the adhesive for the sunroof reinforcement panel was applied incorrectly.

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 apply the necessary adhesive. This service will be performed for you at **no charge until May 31, 2021**. 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 adhesive will be available on your 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	1-800-462-8583
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GMC Acadia provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

N192208590