

Subject: Engineering Information – Roof Panel Joint Finish (Ditch) Molding Loose and/or Lifted

Attention: Please note that this Engineering Information (EI Lite) takes on a slightly different type of format from the standard EI process. The main difference is - instead of requiring the dealer technician to call in to an Engineer to discuss the customer issue, this EI Lite is asking only to submit the description of the issue and pictures using the Field Product Reporting (FPR) App (reference bulletin 02-00-89-002). Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the EI Lite and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Sonic	2016	2019	-	-	-	-

Involved Region or Country	United States Dealers Only
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI Lite. Some customers may comment on an issue that concerns a loose and/or lifted roof panel joint finish (ditch) molding that results in a repair. Please use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number PIE0551 in the Condition Field) and Submit.</p> <p>Note: Instructions to load the FPR App to your phone and other detailed instructions can be found in the latest version of Bulletin 02-00-89-002 (U.S. Dealers).</p>
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

Loose and/or Lifted Roof Ditch Moldings

If a customer comments on an issue that concerns loose/lifted roof ditch moldings that results in a repair on any 2016–2019 Chevrolet Sonic model, please use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number **PIE0551** in the Condition Field) and Submit.

- 1. Take a picture of the entire area of the vehicle showing the location of the issue area.
- 2. Take clear close up pictures of the issue area.



Shown above are pictures of the entire area of the vehicle showing the location of the issue area.

Note: Use of colored tape, or any other type of stick-on marker, can be used to indicate the area of concern.



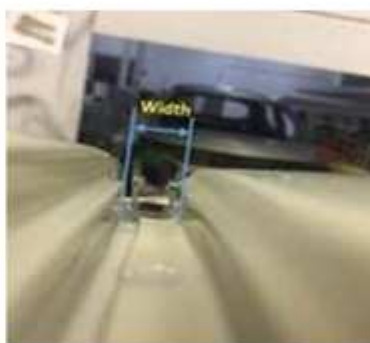
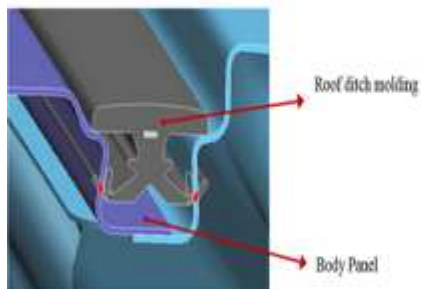
Shown above are examples of clear, close-up pictures to better show the detail of the issue (These example pictures show the ditch molding area on the vehicle and the actual area on the molding part that comes loose and/or is lifted).

• Section A-A' (Clip Area)



Also, if the molding is coming loose and/or is lifted from either end (front or rear per Section A-A, shown in the picture above) indicate if the tape adhesive has lifted from the roof (body panel), or the tape adhesive has separated from the retainer clip, or the retainer clip has separated from the molding.

• Section B-B' (Molding Area)



If the molding is coming loose and/or lifted from in the center area of the molding (per Section B-B, shown in the picture above), if possible, check/measure the roof ditch width dimension at the detached location and include that measurement in the FPR.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
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1086128*	Engineering Information – Pictures of Product Issues Covered Under Warranty (Roof Panel Ditch Molding)	0.3 hr
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released December 20, 2019