



Service Bulletin

Bulletin No.: 17-NA-052

Date: March, 2022

INFORMATION

Subject: Refinishing Fully Color Painted Aluminum Wheels with Base Paint (U.S. ONLY)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
All GM Passenger Cars and Trucks		2011	2022	—	—	All	All

Involved Region or Country	United States
Additional Options (RPO)	Vehicles equipped with Fully Color Painted Aluminum Wheels with Base Paint

This bulletin updates the position of General Motors on refinishing aluminum wheels. GM has established a new process for the way that refinishing under GM Warranty will be handled. Only cosmetic refinishing of wheels due to quality defects is allowed.

- Only Fully Color Painted Aluminum Wheels with Base Paint are allowed to be refinished.
- GM documents the Wheels that can be refinished based on Model Year, Brand, Vehicle Model, and Wheel RPO. If the Wheel is not on the list as refinish-able, valid warranty claims will involve wheel replacement through the GM Pre-Repair Authorization (PRA) process outlined in Service Bulletin #18-NA-306 utilizing the Certified Service Mobile Toolbox (CSMT). See Steps 2 to 3 under “Steps for Refinishing Aluminum Wheels Under Warranty” to obtain the list of wheels that can be refinished.
- GM has worked with a company that can provide refinishing services on-site to most GM Dealers in the United States. This company uses a self-contained trailer unit in order to perform refinishing and has a standard process.

This company is Alloy Wheel Repair Specialists (AWRS), LLC and is the only company permitted by GM to perform wheel refinishing under warranty or for customer enthusiasm cases. Therefore, only the use of AWRS for aluminum wheel refinishing is allowed by GM. AWRS is required to perform the refinishing on-site at the GM Dealer in one day via their self-contained trailer units.

Important: The Refinishing under Warranty of the Paint on Chromed Aluminum is no longer GM supported. Please utilize the Certified Service Mobile Toolbox (CSMT) Pre-Repair Authorization (PRA) App for replacement of this type of wheel.

Important: Steel Wheel Refinishing under Warranty is not GM supported.

Important: GM does not endorse any repairs that involve welding, bending, straightening, or re-machining wheels. Wheels exhibiting physical damage requiring this type of repair should not be submitted for warranty or customer enthusiasm consideration.

Evaluating Damage that can be Refinished Under Warranty

- It is the GM Dealer responsibility to inspect the wheel for paint peeling, paint runs, debris in paint, etc. The Dealer must ensure that the condition present is not deeper than what can be sanded or buffed-off (less than 2 mm deep).
- The wheel must be visually inspected for cracks. If cracks are found, the wheel is not refinish-able.
 - Flange cracks caused by road hazard impact damage are not warrantable and should not be refinished. Wheel bent rim flanges are not warrantable and should not be refinished under warranty. For a customer with a wheel that has these types of physical damage, inform the customer the GM recommendation is that the wheel should be replaced, and is a customer pay situation because road hazard impact damage is apparent.
- Wheels that have been refinished must be returned to the same vehicle. Refer to “AWRS Responsibilities” section later in this bulletin.

Examples of Valid, Warrantable and Refinish-able Issues

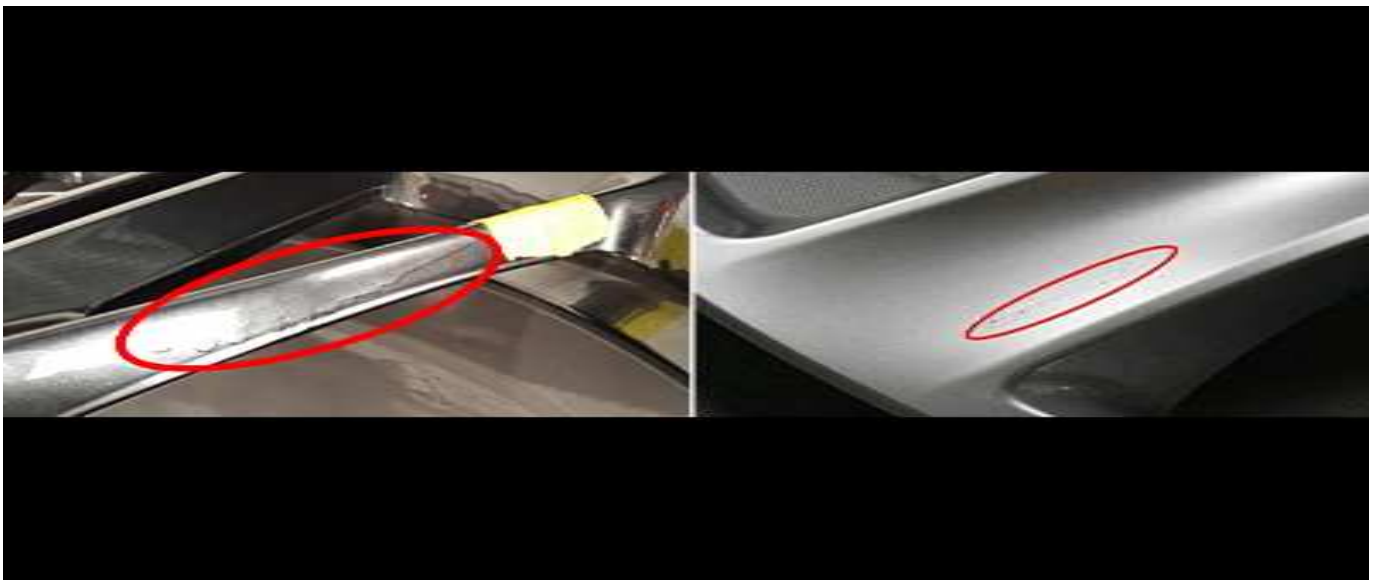
- If the condition present is a warrantable defect (paint peel, paint run, debris in paint, etc. and area does not exceed 3 inches by 1 inch, refinish via AWRS. Otherwise utilize the CSMT Pre-Repair Authorization (PRA) App for replacement of the wheel.
- If there are up to 3 issue areas on the wheel, and the 3 areas in total do not exceed more than 3 inches by 1 inch, refinish via AWRS. Otherwise utilize the CSMT Pre-Repair Authorization (PRA) App for replacement of the wheel.

Paint Peeling Warrantable via Refinishing if defect area less than 3 inches by 1 inch



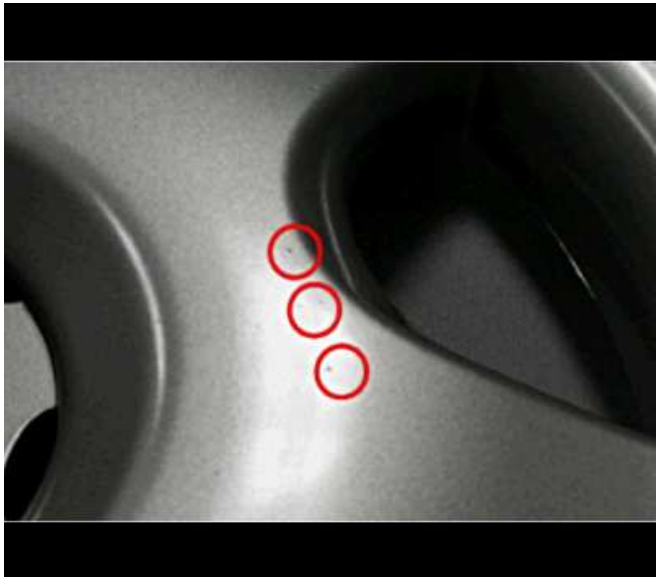
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Paint Run Warrantable via Refinishing if defect area less than 3 inches by 1 inch



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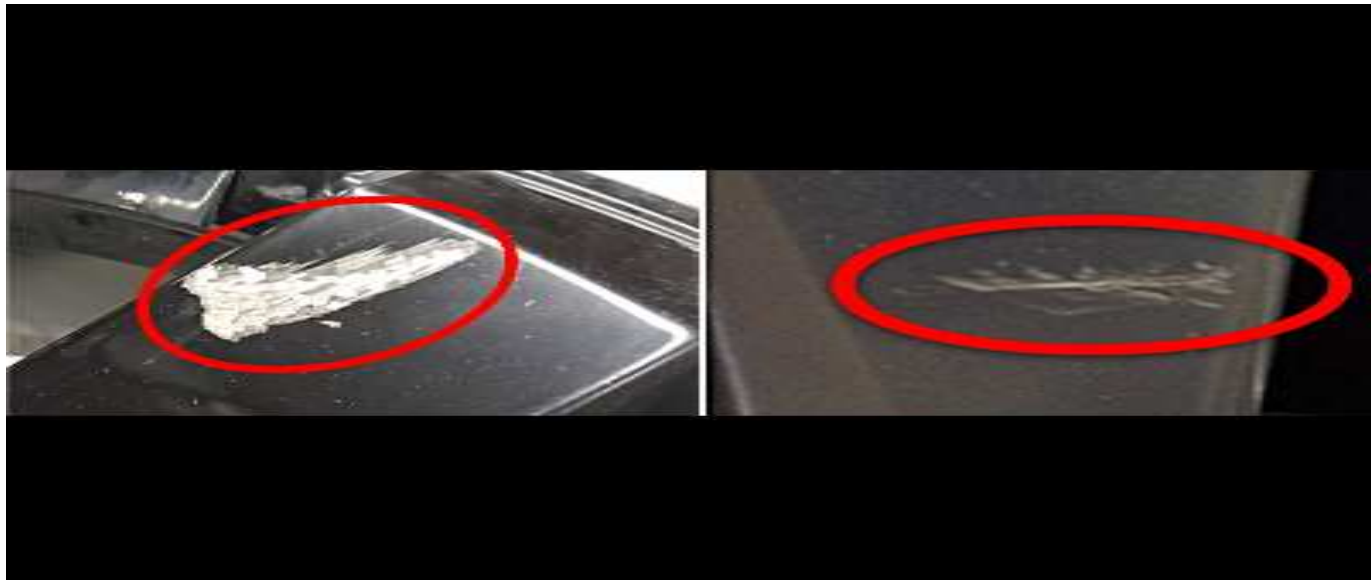
Debris in Paint Warrantable via Refinishing if defect area less than 3 inches by 1 inch



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**Examples of Not Warrantable
(Customer Pay) Issues**

Gouges/Scratches not Warrantable



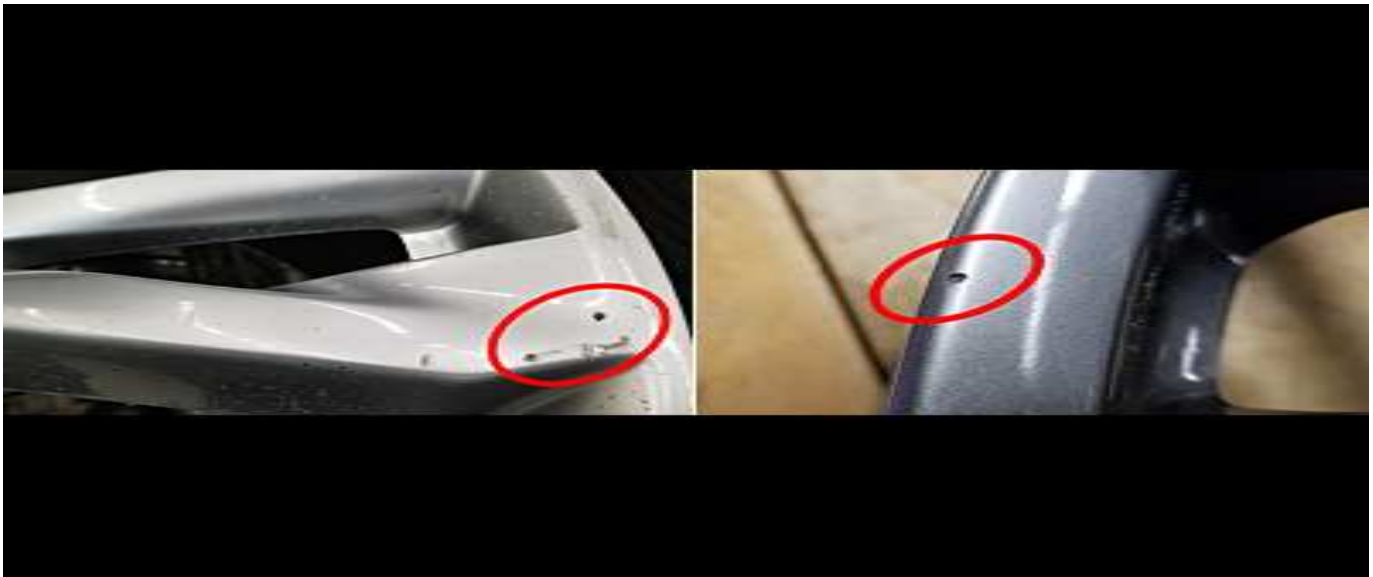
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Curb Scrape not Warrantable



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Paint Chip not Warrantable



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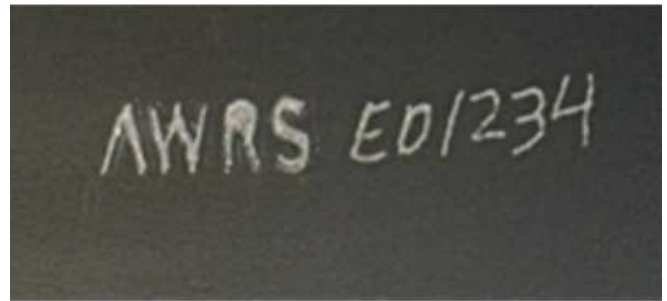
Steps for Refinishing Aluminum Wheels Under Warranty

1. Confirm that the customer is within base warranty period. It must also be confirmed that the condition that is present on the wheel is a warrantable manufacturer defect (paint peeling, paint runs, debris in paint, etc.). See "Evaluating Damage that can be Refinished Under Warranty" section of this bulletin.
2. Utilize the Wheel Refinishing document to determine if wheel is refinish-able.
 - This document can be accessed in the Warranty Administration Resource Center in the Global Connect app center.
 - This document is titled, "RPO Wheel Refinishing Guide."
3. The Alloy Wheel Repair Specialists (AWRS) Corporate Call Center must be contacted via the web URL noted in Step 4 to arrange any wheel refinishing under GM Warranty. AWRS Corporate Call Center is available **8 AM to 8 PM Eastern Standard Time Monday thru Friday**. It is closed on Saturdays, Sundays, and National Holidays. The Step 4 web page shows the needed information to provide and has entry cells for submitting the information to AWRS electronically.
 - This document specifically defines which wheels are GM approved for refinishing under warranty by Model Year, Brand, Vehicle Model, and Wheel RPO.
 - If the Wheel is not on the list as refinish-able, valid warranty claims will require wheel replacement through the GM Pre-Repair Authorization (PRA) process.

4. Contact AWRS Corporate Call Center electronically via their website URL: <https://www.awrswheelrepair.com/generalmotors>
5. Please complete the fields with the necessary information, Dealership BAC#, vehicle VIN#, etc. Similar to the current PRA process, please provide:
 - Pictures of the issue (close-up of issue and of whole front face of wheel), with labels noting the wheel position (Right Rear, Front Left, etc.) and also pointing to the area of concern on the wheel.
 - AWRS Corporate Call Center may be contacted via phone for more detailed questions at +1 (877) 743-2977.
6. AWRS Corporate Call Center will respond within the following time windows:
 - 30 minutes (via e-mail) confirming the claim is valid for refinishing, and that there is an AWRS Franchisee that supports the involved GM Dealership.
 - The AWRS Corporate Call Center will respond within 1 business day (via e-mail) for the day(s) that the AWRS Franchisee can be on-site to perform same day refinishing at the GM Dealer.
 - Once the day is agreed upon for the Franchisee to be on site, the AWRS corporate call center will then schedule the Franchisee to be on site (via e-mail) at the Dealership for same day refinishing.
7. The GM Dealer is responsible to remove and re-install Tire/Wheel Assemblies to the vehicle (this should not be done by AWRS). If tire is dis-mounted/re-mounted on a wheel, coated stick-on or clip-on balance weights must be used in order to reduce the chance of future cosmetic corrosion damage (this should not be done by AWRS).

- The warranty transaction for Dealer required services are included in the published labor operation and times for this bulletin. See section titled "Warranty Information" section below.
- The Dealer required services are as follows: Tire/wheel assembly removal from vehicle, tire deflation, tire beads broken down or tire dismount, reinstallation of tire/wheel assembly. Refinishing the face of the wheel that uses stick-on balance weights outboard will not require removal of wheel weights.

AWRS Responsibilities



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- Permanently mark on the inner brake side of rim that wheel has been refinished by AWRS. Shown above is an example of what this mark will look like, on the inboard barrel of the wheel.



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- The Wheel Production Date must be recorded by AWRS for proofing that the same wheels are returned to the Dealer for the right vehicle. Shown above are examples of wheel production dates that are on the backside of the spokes. Month and Year Grid.



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Month and Year Numerals shown above.



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Month, Day, and Year Numerals shown above.

- AWRS warrants the refinishing.
 - AWRS Lifetime Warranty web URL: <https://www.awrswarranty.com>
 - Customer to register their wheel(s) after refinishing.
- No paint and/or clearcoat permitted on the following surfaces by AWRS: The wheel lug nut chamfers/conical seats, the wheel mounting surface, and the wheel pilot hole.

Important: Coating these surfaces can affect the wheel lug nut torque and wheel attachment.

- AWRS is not permitted to do any process that re-machines or otherwise re-manufactures the wheel.
- AWRS is not permitted to do any repairs that involve welding, bending, straightening, or re-machining wheels.
- AWRS is not permitted to refinish any cracked wheels.

For Customer Pay Outside of Warranty, or Non-Warrantable Issues

GM recommends AWRS for customer pay wheel refinishing. The AWRS Corporate Call Center **IS NOT** to be used for customer pay wheel refinishing. For customer pay transactions, please utilize the AWRS website and contact number shown below.

www.awrswheelrepair.com

Alloy Wheel Repair Specialist (AWRS), LLC

3100 Medlock Bridge Road

Suite 305

Norcross, Georgia, USA 30071

1 (800) 518-3040

Important: Depending on the situation, Customer Pay Refinishing may be more than \$125 per wheel, may take longer than same (1) day to refinish, and may not

be done on-site at the GM Dealer. On the AWRS website, there is listing of local service Franchisees and contact phone numbers that can assist with repairs to aluminum wheel under customer pay refinishing situations. The typical type of customer pay wheel refinishing is for gouges/scratches, curb scrape, and paint chips.

On polished and bright machined aluminum wheels, fully color painting is an alternative to just re-clearcoating for customer pay situations. Color paint tends to better mask any surface imperfections and is somewhat more durable than clearcoat alone. When switching to fully color painting alternative, using the customer pay option, it is recommended that all four wheels be refinished for appearance consistency.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time	Sublet Net Item
8080058*	Refinishing Painted Aluminum Wheel (Includes Remove and Install of Wheel)	0.4 hr	\$125.00
Add	Refinishing 2 Wheels	0.3 hr	\$250.00
Add	Refinishing 3 Wheels	0.6 hr	\$375.00
Add	Refinishing 4 Wheels	0.9 hr	\$500.00

Note: The amount identified in "Sublet Net Item" should represent the actual sum total of the current GMCCA Dealer net price needed to perform the required repairs, not to exceed \$125.00 per wheel.

*This is a unique Labor Operation for bulletin use only.

Version	4
Modified	<p>October 26, 2018 – Added the 2018 and 2019 Model Years and a beginning Model Year for aluminum wheel vehicles and updated the Warranty statement.</p> <p>February 18, 2021 – Added the 2020-2021 Model Years, changed the Involved Region or Country section to United States only and updated for New Subject, Process and Warranty Information.</p> <p>March 25, 2022 – Added the 2022 Model Year.</p>

