



Service Bulletin

Bulletin No.: 99-08-51-001F

Date: July, 2023

INFORMATION

Subject: Paintless Dent Repair Process

Models: 2024 and Prior GM Passenger Cars and Light Duty Trucks with Steel Outer Body Panels

Attention: This bulletin also applies to any of the above models that may be Export from North America Vehicles.

This bulletin has been revised to add the 2022-2024 Model Years, first Important statement and Warranty Information. Please discard Corporate Bulletin Number 99-08-51-001E.

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

The process of removing dents from vehicles without painting has been around for many years. General Motors has evaluated many versions of this process. A process using special tools that allow shallow dents to be removed without drilling holes in the body, by removing components like hood insulators, tail lamps, and headlamps is recommended. This process is appropriate for the majority of panels with reasonable access to the back side of the damaged area. The special tools and procedures used with paintless dent repair that have been developed will remove the dents while eliminating the need to fill, paint, or replace the panel.

New developments in this technology have also made dent removal possible in areas where there is minimal or zero access to the back side of the panel by use of "glue stick" dent removal. From the outside of the panel, adhesive material is placed over the dent, allowed to cool and the dent can be pulled back to its original contour without paint damage. Common areas for "Glue Stick" dent removal are roof rails, pickup box bed rails, roof skin near stationary glass, etc. This process requires no drilling of holes or removal of vehicle components for access. These types of repairs will eliminate concerns about paint and factory corrosion durability and significantly reduce repair and disclosure amounts. This type of procedure has been

thoroughly evaluated and the repaired parts were tested for negative impact. No negative impact was found.

Important: The removal of structural components or drilling of holes in any panel is not recommended and may void the General Motors Corrosion Warranty.

Evaluating Damage

Note: Paintless dent repair should be used for both warranty "out dent" repair and transportation damage where damage type code "14- dented no paint damage" is used on the delivery receipt. Dents which exceed severity code 3-Damage over 3 inches (8 cm) up to and including 6 inches (15 cm) in length/diameter may still require conventional paint repairs.

Appropriate uses for paintless dent repair include the following conditions:

- Repair of minor transportation damage dents.
- Dents with no broken paint on the surface. Be sure to inspect the paint for cracks, a magnifying glass may be helpful; GM suggests using a 4x magnifying glass.
- Large or small dents, soft dents in body lines and contoured areas that allow reasonable access to the back side of the damaged area.
- Dents that do not require structural part removal, and where "glue stick" dent removal is successful.

Inappropriate uses for paintless dent repair include the following situations:

- Dents that include cracked paint.
- Dents that require holes to be drilled.
- Dents that require structural parts to be removed.
- Sharp dents in contoured areas, dents on the edge of panels, or dents in zero-clearance areas where glue stick dent removal has been unsuccessful.

Tools

Use tools that are high-quality, tempered steel with smooth polished, rounded tips. These will not damage the back side of the dented area. Typically, these tools are shaped and bent in order to allow access to most areas of the vehicle without drilling holes in the body as well as provide a clear view of the work area. Specialty lights are also used to highlight damaged areas.

Warranty Information

Utilize the appropriate panel labor operation is SI.

