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#15797: Customer Satisfaction - Trunk Water Leak at Right Side Tail Lamp - (Nov 9, 2015)

Subject: 15797 – Trunk Water Leak at Right Side Tail Lamp

Models: 2016 Chevrolet Cruze



THIS PROGRAM IS IN EFFECT UNTIL NOVEMBER 30, 2017

Condition

Certain 2016 model year Chevrolet Cruze vehicles may have a condition in which the body sealer was applied off location on the vertical seam below the right hand tail lamp. The customer may notice water leaking into the passenger side of the trunk below the tail lamp if the car is left outside during a heavy rainstorm or, in some cases, during a car wash.

Correction

Dealers are to apply automotive body sealer to the right hand outside edge of the vertical seam below the right hand tail lamp.

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 US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

Parts Information

Part Number	Description	Quantity/Vehicle
P10200* (Kent Automotive)	Clear Seam Sealer (One 5oz. tube typically will service 10 vehicles.)	As Required (Submit in Net Item)

* Contact Kent Automotive at 1-888-937-5368 or www.kent-automotive.com in the US. In Canada, contact Kent Automotive at 1-800-563-1717 or www.kent-automotive.ca. **Do not order from GMCCA.**

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Service Procedure

1. Raise the vehicle.
2. If required, clean any dirt or loose debris from the seam to be sealed.
3. Using a general purpose adhesive cleaner, clean the area to be sealed.



Note: Fascia does not need to be removed for repair. Picture above is for reference.



4. Wearing a glove, apply seam sealer to fingers and reach your arm between the rear fascia and the body on the RH side (passenger side). Apply the sealer to the RH side (outside edge) of the existing vertical sealer bead. Allow the sealer to cure per the manufacturer's instructions.
5. Lower the vehicle.
6. Perform a water test to verify repair.

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
9101882	Apply Seam Sealer and Water Test	0.3	*

*Sealer needed to perform the required repairs, not to exceed \$4.00 USD. (\$5.50 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/repared 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 November 30, 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 November 30, 2017, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

November 2015

Dear General Motors Customer:

This notice applies to your vehicle, VIN: _____

We have learned that your 2016 model year Chevrolet Cruze may have a condition in which the body sealer was applied off location on the vertical seam below the right hand tail lamp. You may notice water leaking into the passenger side of the trunk below the tail lamp if the car is left outside during a heavy rainstorm or, in some cases, during a car wash.

Your satisfaction with your 2016 Chevrolet Cruze 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 automotive body sealer to the right hand outside edge of the vertical seam below the right hand tail lamp. This service will be performed for you at **no charge until November 30, 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled 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)
Chevrolet	1-800-222-1020	1-800-833-2438
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 Chevrolet Cruze provides you many miles of enjoyable driving.

Terry M. Inch

Executive Director

Global Connected Customer Experience

15797

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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