

General Service Bulletin (GSB):	Grille Defect vs. Damage GSB
GSB Overview:	Use this GSB to help determine warrantable / non-warrantable grille defect vs. damage
NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, Work Shop Manual (WSM) procedures or technical training or wiring diagram information.	

Tips for Grille images and locating hidden damage:

- Before taking images for Interior/Exterior Prior Approval review, please be sure to thoroughly clean and dry the grille. For additional information regarding what cleaners should be used, please reference the specific Vehicle's Owners Guide under the Vehicle Care Section.
- For spots of corrosion or discoloration on chrome grilles, refer to the Vehicle's Owners Guide for cleaning procedures.
- Point out the affected area on the grille in the images by using a pointing device or sticky note. This will allow the affected area to be quickly identified in the images as well as allow the camera to focus on the area of the concern. If the concern cannot be clearly seen due to blurry images, new images may be requested by Interior/Exterior Prior Approval.
- Since the chrome or tri-gloss paint is a reflective surface, please attempt to minimize reflections or bright light that make it difficult to clearly see the concern. If the concern cannot be clearly seen due to bright light and/or reflections in the grille surface, new images may be requested by Interior/Exterior Prior Approval.
- When removing the grille for replacement, please thoroughly inspect the grille's front and backside before replacing the grille. This is important as there may be hidden cracks or damaged retainer clips that will not be seen on the front of the grille, which is evidence that the grille was impacted and damaged. Please note that if damage to the backside of the grille is found, the customer's concern is no longer considered warrantable.
- If the grille is determined to be warrantable and no hidden damage is found, be sure to mark or circle the defect on the grille with a permanent marker. This is important for the review process at the Warranty and Parts Analysis Center (WPAC), as it allows the defect to be easily identified by the WPAC reviewer. Refer to Warranty & Policy Manual (ver. 2.5) page 16 for additional information on the WPAC requirements for returned parts.

Grille Defect vs Damage GSB

TOPIC: Worm Tracks

DESCRIPTION: Worm tracks are raised portions of chrome that form in lines as if a worm or snake had burrowed under the chrome.

WARRANTY STATUS: Warrantable



Grille Defect vs Damage GSB

TOPIC: Cracks / Parts of the Grill Missing / Holes

DESCRIPTION: This type of damage is caused by over-flexing of the grille or impact with an outside object. There will be obvious cracks that may be associated with missing portions of the grille. There also may or may not be associated witness marks and/or paint transfer to the grille. Cracks and breaks in the grille may also not be seen on the front of the grille, but present on the grille's backside.

WARRANTY STATUS: **Not Warrantable**



Grille Defect vs Damage GSB

TOPIC: Peeling Chrome

DESCRIPTION: Chrome finish of grille peeling away from the grille substrate with lifting edges and no damage to the grille surface and substrate.

WARRANTY STATUS: **Warrantable**



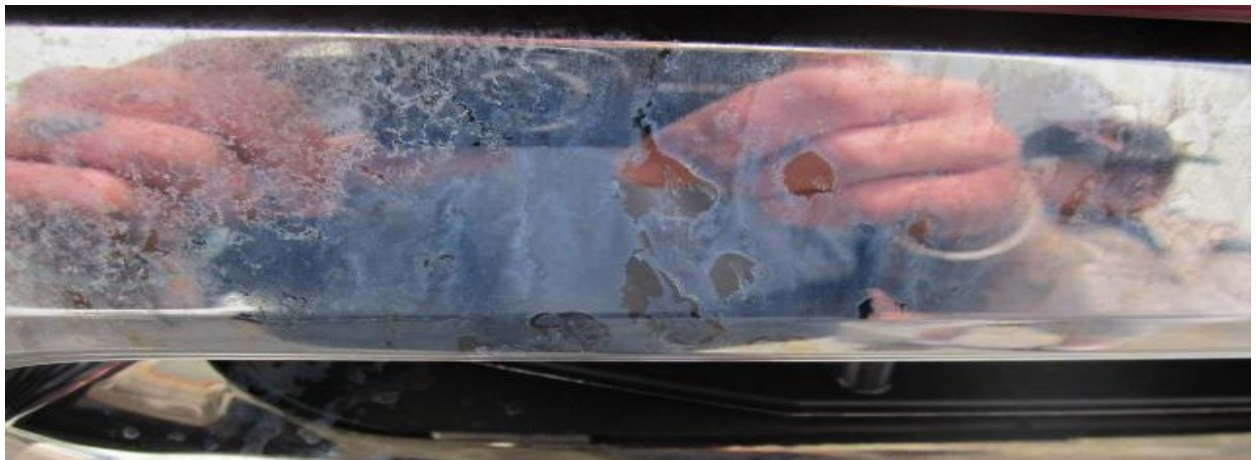
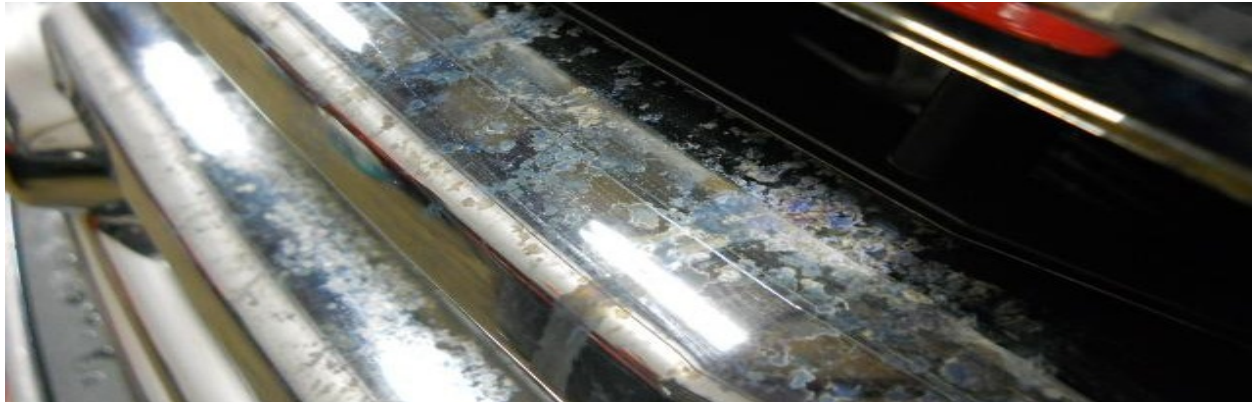
Grille Defect vs Damage GSB

TOPIC: Discoloration/Staining

DESCRIPTION: The surface of the grille has been etched and/or stained from an outside influence, such as a harsh chemical or cleaner. The grille will have a discolored and uneven appearance and there may or may be liquid drip patterns on the surface of the grille.

NOTE: The discoloration may be removed by properly cleaning the grille but if the discoloration cannot be cleaned using the procedures found in the Vehicle's Owners Guide, then the grille will be considered stained and damaged from an outside source.

WARRANTY STATUS: **Not Warrantable**



Grille Defect vs Damage GSB

TOPIC: Stone Chipping/Impacts

DESCRIPTION: Chips or abrasions in the chrome surface. Can appear as a small pecking in the surface of the grille or as larger chips with pieces of the surface gouged and removed.

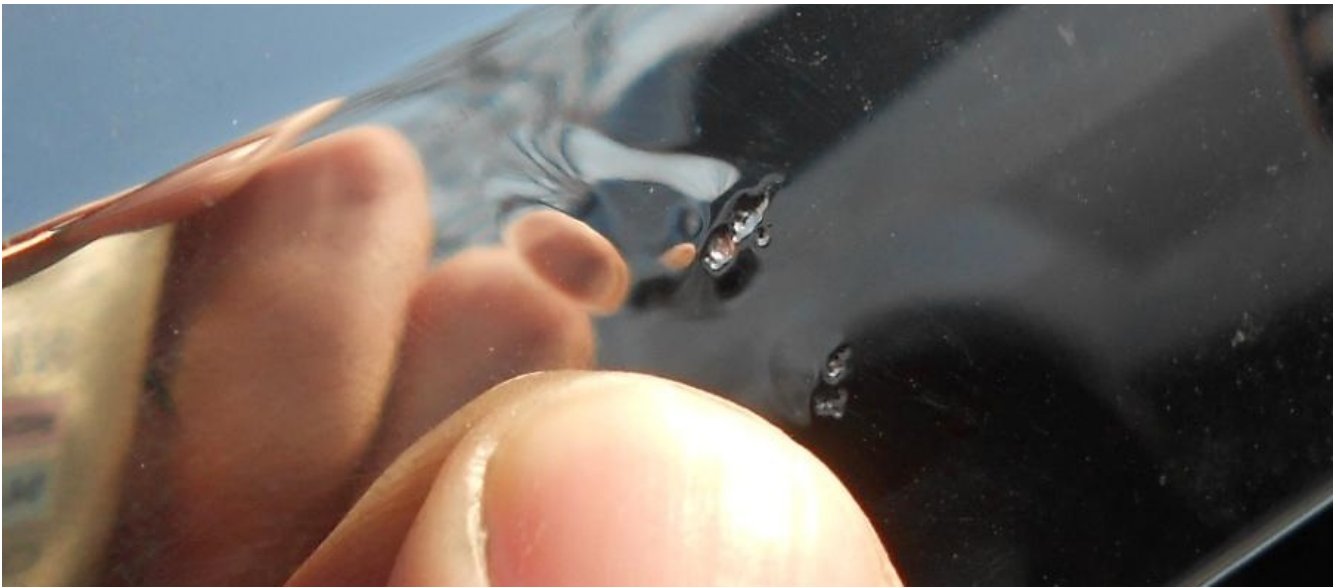
WARRANTY STATUS: **Not Warrantable**

Examples of Stone Pecking



Grille Defect vs Damage GSB

Examples of Stone Chips



Grille Defect vs Damage GSB

TOPIC: Bubbled Chrome

DESCRIPTION: These are portions of the grille where the chrome finish will bubble due to an adhesion issue with the chrome to the grille's substrate. The chrome will have a raised dome effect and can be seen in various random patterns.

WARRANTY STATUS: Warrantable



Grille Defect vs Damage GSB

TOPIC: Bubbled Chrome with Impact Damage

DESCRIPTION: Bubbled Chrome caused by impact to the grille. There will be bubbled-up chrome but with impingement of the surface with impact points, identified by indents in the chrome with feathered-in edges.

WARRANTY STATUS: **Not Warrantable**

