

General Service Bulletin (GSB):	Interior Warrantable / Non-Warrantable Conditions
GSB Overview:	Use this GSB to help determine (Warrantable / Non-Warrantable) Interior defects 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.	

## **Damage:**

- Pre-Delivery damage or soiling of the driver's area of the interior and obvious vandalism or abuse to any of the interior must be noted as transportation damage on the bill of lading/delivery receipt, signed and dated. Be specific on size, area, and extent of damage.
- Pre-existing dents, dings, chips, or scratches, which are documented on an RO by the selling dealer within 7 days of the new vehicle delivery date/warranty start date, as noted in OASIS may be warrantable. *Dealers have up to one month in service to begin warranty repairs, claims will not be accepted in the Warranty Claiming System for these repairs started after one month in service.* This damage must be pre-existing and reasonable to believe it could have been missed during pre-delivery vehicle inspections due to its nature, size, and/or location. This is outlined in the Warranty & Policy Manual.

## **Cleaning:**

- All interior trim components should be cleaned prior to your evaluation or capturing images for Prior Approval as outlined in the vehicle owner's manual. This is especially important for staining or odors related to warrantable water leaks.

## **Serviceable Components:**

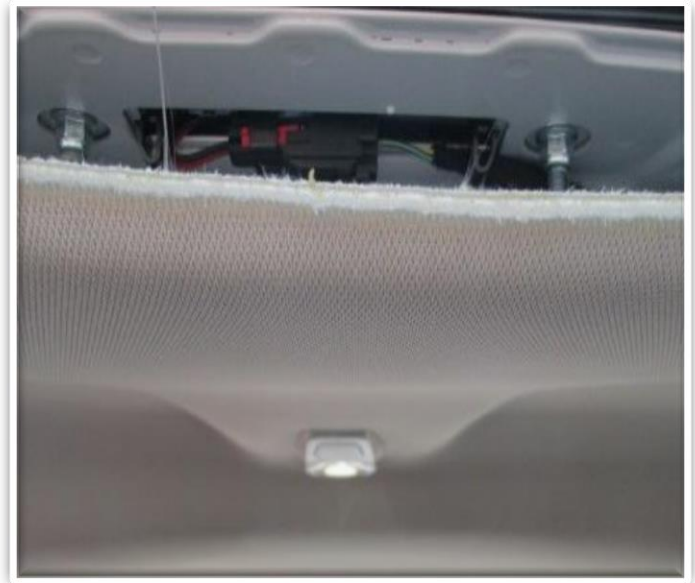
- Always review a parts diagram to ensure the lowest level component is being serviced. Most commonly, Instrument Panels and Door Trim Panels have multiple components available.
- Air bag covers, handles, fabric or leather/vinyl inserts, latches/locks may all be serviced as a lower level component, separately from the entire assembly.

# Interior GSB

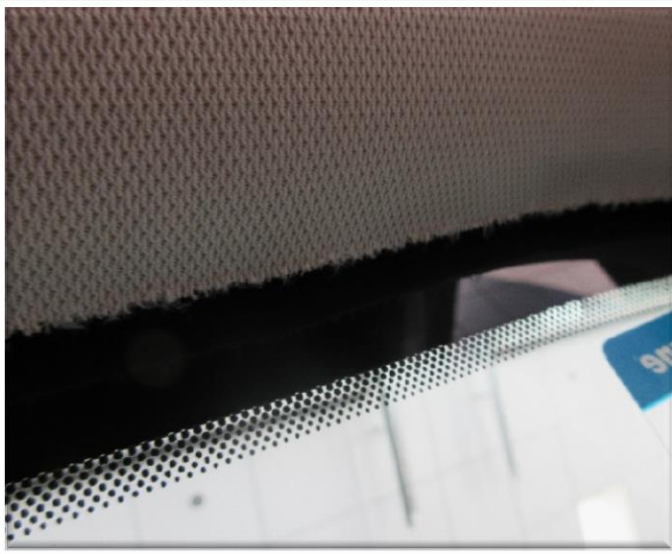
## Head Liner/Roof Panel Trim



Staining related to a warrantable leak that cannot be corrected by cleaning.  
Warrantable



Sagging along the top of the front/rear glass or door/liftgate opening  
Warrantable



Head Liner edge may appear rough. This is a production characteristic  
Not warrantable



Abrasion or scuff marks are not a defect of the material.  
Not warrantable

# Interior GSB

## Door Trim Panels



Bubble material including fabric, vinyl, leather that is free of staining.  
Warrantable



Loose material/trim that cannot be adjusted.  
Warrantable

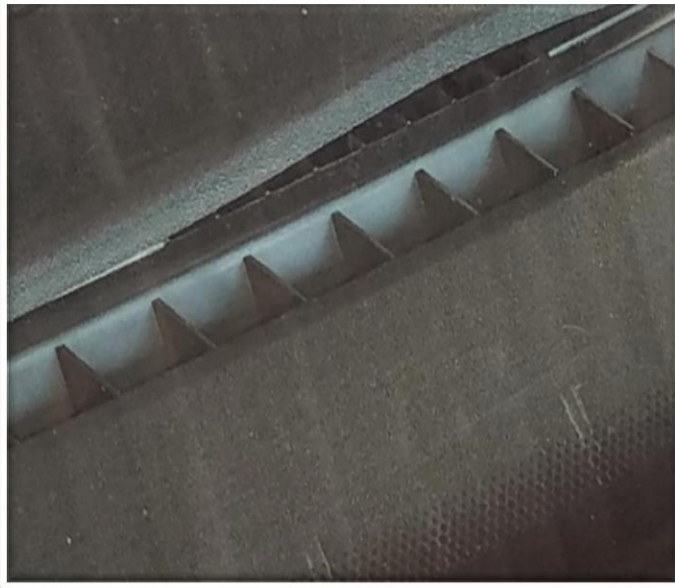


Scratches, indentations or cuts which intersect the grain pattern of the material.  
Not warrantable



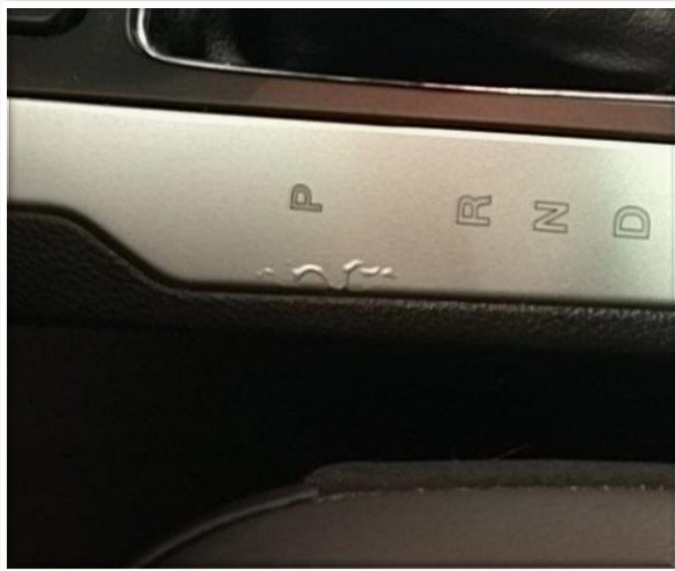
# Interior GSB

## Instrument Panel/Console



Material warped along an edge or bubbled with no indentation on the backside

Warrantable

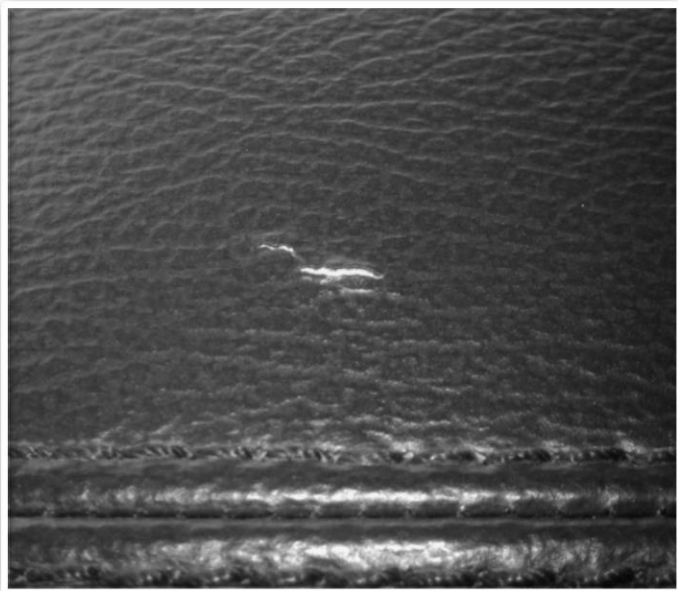


Rippling/Cracking of the finish is the result of chemical damage such as air fresheners, sprays, oils, etc.

Not warrantable

# Interior GSB

## Glove Box Door



Cracks within the grain pattern

Warrantable



Gaps that cannot be corrected with adjustment.

Warrantable



Cracked or broken attachments indicated by white stressed material.

Not warrantable



Discoloring not removed by cleaning as outlined in the owners manual.

Not warrantable

# Interior GSB

## Carpet



Carpet fit that cannot be corrected with adjustment.

Warrantable

Loose floor mat anchor with no evidence of chemical damage to carpet

Warrantable



Chemical damage indicated by staining or missing fibers.

Not warrantable

Cut indicated by a clean non-frayed edge.

Not warrantable

# Interior GSB

## Steering Wheel



Urethane or leather peeling indicated by smooth edges with no abrasion.  
Warrantable



Production molding /trim marks on the back of urethane steering wheels  
Not warrantable



Abrasion, scratches, cuts in the material which intersect the natural grain pattern.  
Not warrantable