



Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Air Bag Warning Label - Loss of Adhesion

MODELS: 2013-2014 Chevrolet Camaro Coupe

This bulletin has been revised to include a copy of the customer notification letter. Please discard all copies of bulletin 13284.

Vehicles involved in this noncompliance recall were placed on stop delivery September 19, 2013. Completion of the service procedure contained in this bulletin will release the vehicle from stop delivery and allow a dealer to deliver the vehicle to a customer.

CONDITION

General Motors has decided that certain 2013-2014 model year Chevrolet Camaro Coupe vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard (MVSS) 208. These vehicles were built with one or two sunshades that may have air bag warning labels that were not properly adhered.

CORRECTION

Dealers are to inspect the air bag warning label on each of the sunshades for proper adhesion. If required, the sunshade will be replaced.

Because the inspection can easily be performed by the customer, and to reduce their inconvenience, an inspection procedure will be mailed to customers. If, however, the customer is uncomfortable performing the inspection, they will be instructed to contact their dealer for the inspection.

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. 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 recall 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 recall.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
92236026	Black Driver Sunshade	1 (if req'd)
92236029	Black Passenger Sunshade	1 (if req'd)
92236027	Gray Driver Sunshade	1 (if req'd)
92236030	Gray Passenger Sunshade	1 (if req'd)

Note: It is estimated that only a small number of the involved vehicles will require sunshade replacement. Please order parts accordingly.

SERVICE PROCEDURE



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Note: Certain 2013-2014 Chevrolet Camaro Coupe vehicles were built with one or two sunshades that may have air bag warning labels that have started to peel off, or have fallen off completely.

- Inspect the air bag warning label on each of the sunshades for proper adhesion.
 - If the air bag warning label is properly attached to the sunshade, no further action is required.
 - If the air bag warning label has fallen off or has started to peel off, replace the sunshade. Proceed to step 2.
- Remove the sunshade from the vehicle. Refer to *Sunshade Replacement (Coupe)* in SI.

3. Install a new sunshade. Refer to *Sunshade Replacement (Coupe)* in SI.

COURTESY TRANSPORTATION – For US and Canada

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
9100167	Inspect Air Bag Warning Label (Both Sunshades)	0.2
9100168	Replace Sunshade (Includes Inspection) Add: 0.1 to Replace Two Sunshades	0.3

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a

consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



October 2013

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2013-2014 model year Chevrolet Camaro Coupe vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 208.

As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- Your vehicle is involved in recall 13284.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The air bag warning labels on the sunshades may not adhere to the sunshade and may fall off or begin to peel away from the sunshade.

What will we do?

Your GM dealer will inspect the label on each of the sunshades for proper adhesion. If required, the sunshade will be replaced. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 20 minutes.

Since the inspection can be performed easily, and to reduce your inconvenience, we have included the inspection procedure with this letter. If you desire, however, your dealer will perform the inspection at **no charge**.

If you perform the inspection and the label is properly attached to the sunshade, please complete the enclosed prepaid response form and return it to us in the mail. We will close the recall on your vehicle.

If the label has fallen off or has started to peel off the sunshade, please contact your dealer as soon as possible and schedule an appointment to have a new sunshade installed.

What should you do?

If you would like your GM dealer to perform the inspection, or if you have performed the inspection and the airbag label has fallen off or is starting to peel off of the sunshade, you should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have 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	1-800-630-2438	1-800-833-2438
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 13V463.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall #13284