



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Loss of Air Conditioning - Reprogram Body Control Module

MODELS: 2011 Chevrolet Camaro

The expiration date of this program has been extended to **September 30, 2013**. Please discard all copies of bulletin 11160A.

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THIS PROGRAM IS IN EFFECT UNTIL SEPTEMBER 30, 2013.
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CONDITION

Certain 2011 model year Chevrolet Camaro vehicles may have a condition in which the air conditioning compressor may not turn on or turn off. This could cause the compressor to fail, resulting in a loss of air conditioning.

CORRECTION

Dealers are to reprogram the body control module.

VEHICLES INVOLVED

Involved are **certain** 2011 model year Chevrolet Camaro vehicles.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty Management system. Not all vehicles may be involved.

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.

PART INFORMATION

No parts are required for this program.

SERVICE PROCEDURE

Do not attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. When using a MDI for reprogramming, ensure that is updated with the latest software version. Use **TIS2WEB on or after 05/16/11** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

1. Verify that there is a battery charge of 12 to 15 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.
2. Reprogram the body control module (BCM). Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
 - 2.1 Connect the MDI to the vehicle.
 - 2.2 Select J2534 MDI and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.
 - 2.3 Select BCM Body Control Module -- Programming from the Supported Controllers screen.
 - 2.4 Follow the on-screen instructions.
3. On the SPS Supported Controllers screen, select BCM Body Control Module — Setup and follow the on-screen instructions.
4. Remove the MDI and turn the ignition off.
5. Open and close the driver's door.
6. Wait 2 minutes. This will clear the Stabilitrack message if present.
7. Clear all diagnostic trouble codes (DTCs).
8. If the vehicle is equipped with a sunroof, close the sunroof completely and re-open the sunroof to the full-open position.
9. Check the driver information center display for additional messages regarding further calibration instructions. If there are no additional driver information center instructions present, programming is complete.

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.

Labor Code	Description	Labor Time
V2434	Reprogram BCM	0.4

CUSTOMER NOTIFICATION – For US and Canada

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

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired 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 September 30, 2013.

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 September 30, 2013, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



Dear General Motors Customer:

We have learned that your 2011 model year Chevrolet Camaro may have a condition in which the air conditioning compressor may not turn on or turn off. This could cause the compressor to fail, resulting in a loss of air conditioning.

Your satisfaction with your Camaro is very important to us, so we are announcing a program to prevent this condition.

What We Will Do: Your GM dealer will reprogram the body control module. This service will be performed for you at **no charge until September 30, 2013**. 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.

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
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on Courtesy Transportation.

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 Camaro provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

G-166391

GM CUSTOMER CARE AND AFTERSALES
DCS2970
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 22, 2013

Subject: 11160B – Customer Satisfaction Program
Loss of Air Conditioning – Reprogram Body Control Module
Expiration Date Extended

Models: 2011 Chevrolet Camaro

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Used Vehicle Sales Manager,
and Warranty Administrator

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2013. Please discard all copies of bulletin 11160A.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES