



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Manual Transmission Stuck in Gear

MODELS: 2014 Chevrolet Camaro
Equipped with Manual Transmission (MG9, M10, MM6)

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

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THIS PROGRAM IS IN EFFECT UNTIL SEPTEMBER 30, 2016
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CONDITION

Certain 2014 model year Chevrolet Camaro vehicles equipped with a manual transmission (MG9, M10, MM6) may have a condition in which the transmission can get stuck in gear due to a shift linkage retaining clip not being properly installed. If the retaining clip is not in the correct position or is missing, the shift linkage pin may back out of assembly. If this occurs, the vehicle cannot be shifted out of whichever gear it happens to be in at the time of failure. If in a higher gear, the vehicle can be driven to a stop without stalling by pushing in the clutch to coast to a stop. If in a lower gear, the vehicle can be driven to a normal stop without stalling.

CORRECTION

Dealers are to inspect the transmission to determine if the shift linkage retaining clips and shift linkage pin are in place. If the retaining clips and pin are in place no further action is required. If any combination of the retaining clips and/or pin are missing, installation of two new retaining clips and a new pin is required.

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 U.S. 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

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCCA). 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
92293203	RETAINER-M/TRNS CONT LVR HDL	1 (If Req'd)*
92293205	PIN ASM-M/TRNS CONT FRT SHF	1 (If Req'd)*

* It is expected that only a very small number of vehicles will require this part.

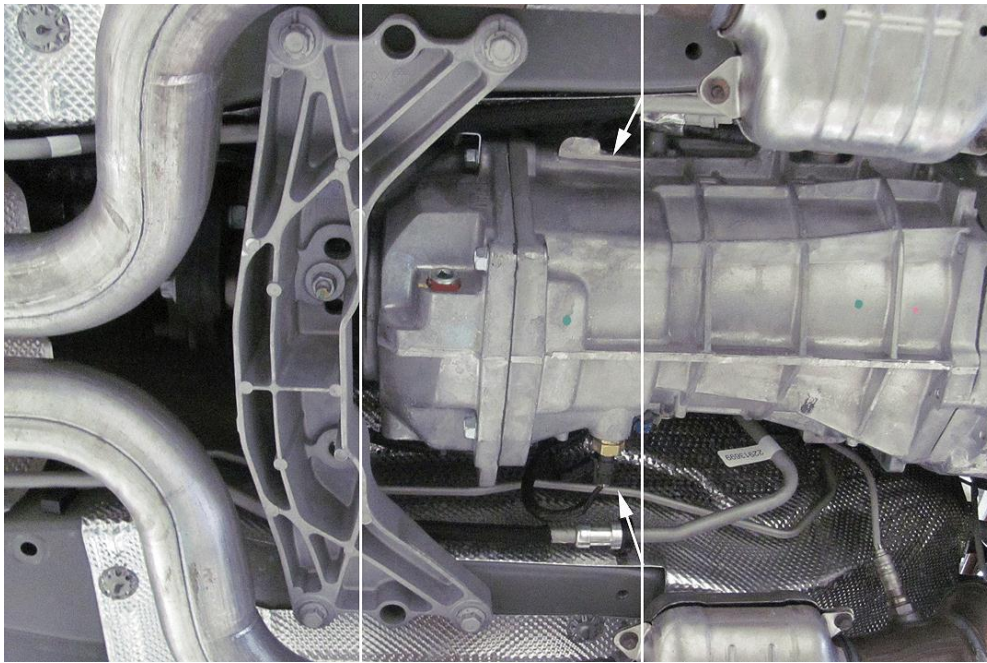
SPECIAL TOOL

A borescope is required to complete the inspection in this bulletin. If your dealership does NOT have a borescope, this bulletin provides a net item allowance to purchase one borescope. Some entry-level borescopes can be purchased for \$20-30 but require a laptop computer to view images. The Cen-Tech Digital Inspection Camera, P/N 67979, can be purchased for under \$100 and includes the following features:

- On-screen image reverse and 180 degree rotation
- 38 inch watertight flex shaft with 16 mm CMOS video imager head
- Built-in 2.4 inch color LCD display with 480 X 234 resolution
- Oil and scratch resistant tempered glass lens
- Two white LED lamps for low light viewing

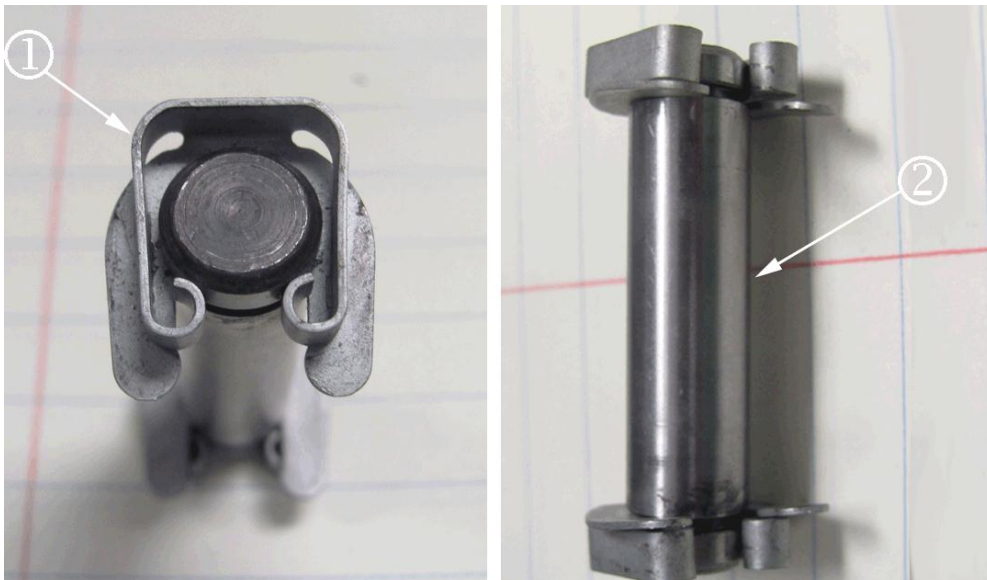
SERVICE PROCEDURE

1. Place the transmission into third gear.
2. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
3. Locate the manual transmission.



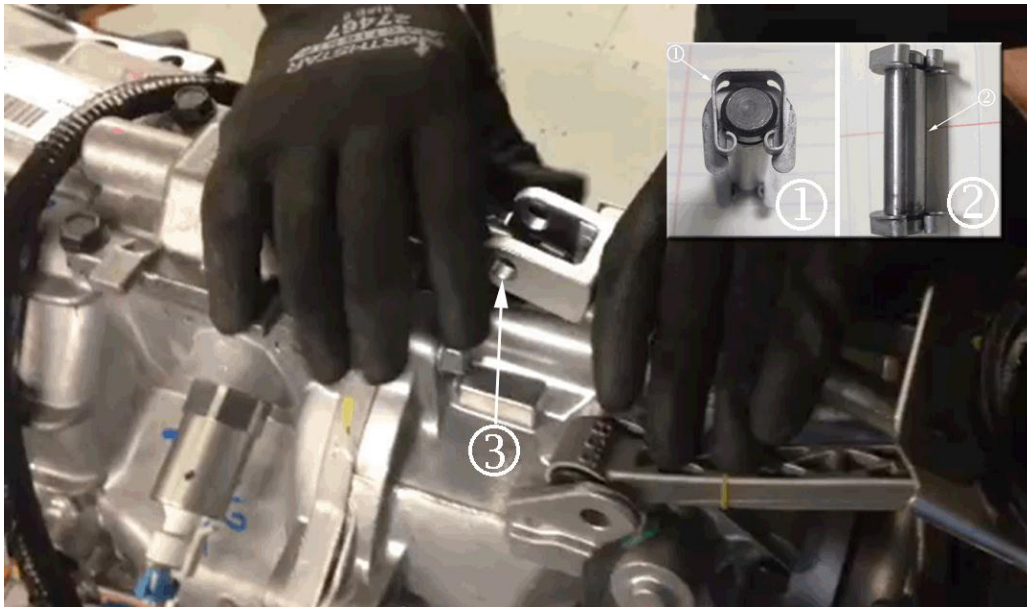
Note: A borescope is required to inspect for the presence of the shift linkage retaining clips and pin. Inspect both the left and right side of the shift linkage assembly. A complete inspection includes verifying the presence of one pin and two retainers. The shift linkage retaining clips and pin are located on the top side of the transmission. Refer to the borescope inspection zone in the photograph. The arrows in the photograph indicate where to insert the bore scope. The two lines in the photograph represent the inspection zone.

4. Visually inspect for one retaining clip on each side of the shift linkage pin.
 - 4.1 Route the borescope along the transmission tunnel heatshield roof and down toward the transmission to locate the shift linkage pin and retaining clip on the driver side of linkage.
 - 4.2 Route the borescope along the transmission tunnel heatshield roof and down toward the transmission to locate the shift linkage pin and retaining clip on the passenger side of linkage.



- If the retaining clips (1) and shift linkage pin (2) are present, no further action is required. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

- If the retaining clips (1) or shift linkage pin (2) are NOT present, proceed to step 5.
5. Remove transmission from the vehicle. Refer to *Transmission Replacement* in SI.



Top side of the manual transmission shown on a work bench. The yoke connecting the shift mechanism to the transmission is installed with a linkage pin and two retaining clips.

6. Install a new shift linkage pin assembly (2) and one additional retaining clip (1) into the yolk hole (3).
- 6.1 Install the linkage pin assembly (2) through the yolk hole (3).
- 6.2 Install the additional retaining clip (1) onto the linkage pin assembly end that does NOT have a retaining clip (1).
7. Install the transmission. Refer to *Transmission Replacement* in SI.

Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

COURTESY TRANSPORTATION – For U.S. 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	Net Item
9100871	Inspect Manual Transmission Shift Linkage Pin and Retainers Note: In addition to submitting the inspection transaction, if two new retaining clips and a new pin must be installed, submit a regular warranty transaction for removal and installation of the transmission and installation of the retaining clips and pin.	0.4	N/A
9100879	Borescope Purchase (If Required – One Time Only Per Dealer)	N/A	*

* The amount identified in “Net Item” should represent the actual sum total of the cost for a borescope required to complete the inspection in this bulletin. This cost is not to exceed \$100.00 USD, \$120.00 CAD.

CUSTOMER NOTIFICATION – For U.S. 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 U.S. 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, 2016.

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, 2016, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



October 2014

Dear General Motors Customer:

We have learned that your 2014 model year Chevrolet Camaro may have a condition in which the manual transmission can get stuck in gear due to a shift linkage retaining clip not being properly installed. If the retaining clip is not in the correct position or is missing, the shift linkage pin may back out of assembly. If this occurs, the vehicle cannot be shifted out of whichever gear it happens to be in at the time of failure. If in a higher gear, the vehicle can be driven to a stop without stalling by pushing in the clutch to coast to a stop. If in a lower gear, the vehicle can be driven to a normal stop without stalling.

Your satisfaction with your Chevrolet Camaro 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 inspect the transmission to determine if the shift linkage retaining clips and shift linkage pin are in place. If the retaining clips and pin are in place no further action is required. If any combination of the retaining clips and/or pin are missing, installation of two new retaining clips and a new pin is required. This service will be performed for you at **no charge until September 30, 2016**. 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
Guam	65-6267-1752	
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 Camaro provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

GM Program Number: 14368

GM CUSTOMER CARE AND AFTERSALES
DCS3354
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 17, 2014

Subject: 14368 - Customer Satisfaction Program
Manual Transmission Stuck in Gear

Models: 2014 Chevrolet Camaro Equipped with Manual Transmission (MG9, M10, MM6)

To: All Chevrolet Dealers

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

General Motors is releasing Customer Satisfaction Program 14368 today. The total number of U.S. vehicles involved is approximately 1,200. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in early October 2014.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated September 18, 2014. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in early October 2014.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES