



Service Bulletin

PRELIMINARY INFORMATION

Subject: Engineering Information – Water in Tail Lamps

Models: 2015 Chevrolet Camaro

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment on water inside the tail lamps.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

If you encounter a vehicle with the above concern, contact the engineer below with the answers to the following questions.

- Which tail lamp has water in it?
- How often does the customer wash their vehicle?
- When was the vehicle last washed?
- Was it by washed by hand or at a facility?
 - ⇒ If washed by hand what product was used?
 - ⇒ If washed at a facility, which facility was it washed at?
- How often is the vehicle washed?
- Does the customer hand wax the vehicle?
 - ⇒ If the customer hand waxes the vehicle what product was used?
- Have any cleaning agents been used to remove any adhesives or residue from the tail lamps or the rear of the vehicle?
 - ⇒ If so what are the chemicals names?
- Is the vehicle driven on a dirt road?
 - ⇒ If so is the road often treated with a chemical?
 - ⇒ If so does the customer know what the road is treated with?
- Have the tail lamps, trunk area, or rear of the car come into contact with any type of chemical or spill?

- ⇒ If so what are the chemicals it came into contact with?
- Did the customer notice any anomalies on the tail lamp prior to the water contamination?
- Is the tail lamp cracked?
 - ⇒ If the tail lamp is cracked did it grow over time?
 - ⇒ Did the crack appear after a significant event?
- Did both tail lamps get exposed to the same event?
- Describe the Pre-Delivery cleaning procedure used at the dealership when the car was sold.
 - ⇒ What cleaning and wax chemicals are used?
- Does the trunk have difficulty closing?
 - ⇒ How would customer rate their aggressiveness at closing the trunk? (1–Soft, 5–Hard)

Note: Remind the customer that tail lamps should only be washed with mild soap and water. Make sure they are aware that the tail lamps are sensitive to common household cleaning agents and solvents which should be kept away from the tail lamps at all times.

If the engineer requests the old tail lamps, replace the tail lamps. Refer to Tail Lamp Replacement in SI.

Contact Information

Engineer Name	Phone Number
Nicole Skaggs	248-303-4040

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2080458*	Engineering Information — Water in Tail Lamps	0.4 hr
Add	Tail Lamp Replacement	0.8 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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