

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4099
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 30, 2016

Subject: 53941 - Customer Satisfaction Program
Incorrect Fuel Economy Information

Models: 2014-2015 Chevrolet Sonic RS
Equipped with 1.4L turbo engine (RPO LUV) and 6-speed manual
transmission (RPO MR5)

To: All Chevrolet Dealers

General Motors is releasing Customer Satisfaction Program 53941 today. The total number of U.S. vehicles involved is approximately 1,789. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery June 22, 2016 under GM Reference # 53940. Once the procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Customer Letter Mailing

The customer letter mailing will begin in the near future. Included with the letter will be a paper reproduction of their vehicle's corrected fuel economy information. This facsimile is being provided for their records and no dealer action is required.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated July 1, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

53941 – Incorrect Fuel Economy Information



Reference Number: N162053941
GWM Number: 2053941

Release Date: June 2016
Revision: 00

Attention:	<p>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 corrected window label is affixed to the vehicle per this bulletin.</p> <p>Vehicles involved in this program were placed on stop delivery on June 22, 2016. Once the procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.</p> <p>With regard to involved customer vehicles, no action is required by dealers. See the customer notification section for details.</p>
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Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Sonic	2014	2016	LUV	Engine, 1.4L turbo
				MR5	Transmission, manual 6-speed

Involved vehicles will be marked “open” in the near future on the Investigate Vehicle History screen in the GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	GM discovered an error which affected the fuel economy information on the fuel economy labels on the 2014-2016 model year Sonic RS vehicles with manual transmissions. The error caused the EPA estimated fuel economy to be listed on the window label as 1 MPG higher (0.1L/100 KM lower) than it should have been. GM is stopping sale of the affected models until a corrected label is printed and affixed. GM will contact owners of the affected models to address this situation. This label error has no effect on the safety and operation of the vehicles.
Correction	Dealers are to remove the fuel economy (Monroney) label and affix a corrected label to the vehicle.

Part Information

Replacement labels with the correct fuel economy information are being reprinted and will be shipped to involved dealers of record via FedEx Overnight delivery. All of the replacement labels should begin arriving at U.S. dealers by June 30, 2016. Canadian dealers should expect replacement labels to begin arriving by July 4, 2016. Please do not attempt to order replacement labels via the BARS Reprint Request process in GM GlobalConnect prior to July 8, 2016. After that date, you may order additional labels through GM GlobalConnect. Log into GlobalConnect, select >Sales >BARS Reprint Request >COV/Price Fuel Label Request >Price Fuel Label. Enter the VIN and press Submit.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102272	Remove and Replace Fuel Economy (Monroney) Label	0.1	ZFAT	N/A
9102398	Floor Plan Reimbursement	N/A	ZFAT	*

* USA & Canada Only - Vehicles eligible for floor plan reimbursement are to submit the amount in “Net Item” and should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (June 22, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 14 days):

Vehicle	Reimbursement Amount	
	USA	Canada
2014 Chevrolet Sonic	\$2.33	\$3.20
2015 Chevrolet Sonic	\$2.31	\$3.20
2016 Chevrolet Sonic	\$2.25	\$3.20

Customer Satisfaction Program

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Service Procedure

Note: This procedure is for involved vehicles in dealer new vehicle inventory only. Replacement fuel economy (Monroney) labels for these vehicles are VIN specific. Please exercise due care to ensure that the correct label is affixed to the correct vehicle.

1. Carefully remove the factory installed label from the vehicle's window. Discard this label.
2. Carefully affix the replacement label to the vehicle's window.

Dealer Responsibility

All new vehicles in dealers' possession and subject to this program must be held and procedure of this bulletin performed before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose until the correlated window label is affixed to the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Program Reports, or sent directly to export dealers.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle. Included with the letter will be a paper reproduction of their vehicle's corrected fuel economy information. This facsimile is being provided for their records and no dealer action is required.

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. Dealers should notify owners outside these areas.

