

Customer Satisfaction Program

16077 Missing Intended Performance Package Content



Reference Number: N16206165

Release Date: November 2016
Revision: 00

Attention: This program is in effect until November 30, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Camaro	2015	2015	VPX	V8 Coupe Performance Package

Involved vehicles are marked "open" on the Investigate Vehicle History screen in 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	All 2015 model year Chevrolet Camaro vehicles, equipped with V8 Coupe Performance Package (RPO VPX), may have a condition in which three of the options included in the package, Performance Decals (RPO 5LF & RPO 5LJ) and Performance Sill Plate (RPO VST), were not installed.
Correction	<p><u>New, Unsold Vehicles:</u> Install the three missing accessories.</p> <p><u>Customer Vehicles:</u> Inform customer of their option to either:</p> <p>1.) Have all three missing accessories installed; OR</p> <p>2.) Receive a reimbursement check of \$945 for the three missing accessories.</p>

Parts

Quantity	Part Name	Part No.
1	Body Decal Package (Black)	23214522
1	Front Side Door Sill Plate Package (Gray)	23213277
1	Body Decal Package (Gray)	23213279

Note: Parts should only be ordered if the customer elects the option to have the missing accessories installed. Due to the small number of vehicles involved, limited initial parts availability and due to the customer having the option to choose not to have missing accessories installed, dealers are encouraged not to order program parts for use as shelf stock.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102710	Install Performance Package Decals and Sill Plate Add: Paint Preparation	3.0 1.0	ZFAT	N/A
9102711	Customer Reimbursement Check Issued	N/A	ZFAT	*

* Submit the dollar amount reimbursed to the customer in Net/Reimbursement. The amount identified in Net Item is the \$945 dealer check issued to a customer electing for reimbursement instead of accessory installation. Record the check number in the Invoice Number field. Record the VIN on the check. Submit \$20.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Note: The options below are not applicable to vehicles in dealer new inventory. Dealers are to install all three accessory items on involved vehicles in dealer new inventory.

Customers of involved vehicles are to be offered one of the two options listed below.

Option 1 – Install ALL THREE accessories. The customer should be informed that if they elect the accessories installation, they will NOT receive a reimbursement check. If a customer desires less than all three accessories, or asks about substituting for other accessories, they should elect the reimbursement option and purchase the desired accessories separately.

Option 2 – Compensate the customer \$945 for the three missing accessories. The customer should be informed that if they elect the reimbursement, the missing accessories will NOT be installed. If a customer elects to be reimbursed instead of having the three accessories installed, dealers are to issue the customer a check. Record the check number in the Invoice Number field and record the VIN on the check.

ALL New Inventory Vehicles and Customers Electing To Have Accessories Installed

1. Inspect the paint for any signs of environmental fallout or surface contamination.

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- If signs of environmental fallout or surface contamination are found, prepare the paint before proceeding to the next step. Refer to *Environmental Fallout (Acid Rain)* in SI.
 - If signs of environmental fallout or surface contamination are NOT found, proceed to the next step.
2. Install the body decal package (horizontal). Refer to the installation instructions that are included in the GM Accessory box.
 3. Install the body decal package (front side door lower). Refer to the installation instructions that are included in the GM Accessory box.
 4. Install the front side door sill plate package. Refer to the installation instructions that are included in the GM Accessory box.

Customers Electing Reimbursement

Compensate the customer \$945 for the three missing accessories. Customer should be informed that if they elect the reimbursement, the missing accessories will NOT be installed. If a customer elects to be reimbursed instead of having the three accessories installed, dealers are to issue the customer a check. Record the check number in the Invoice Number field and record the VIN on the check.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this bulletin 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.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through November 30, 2018. 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 November 30, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing 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 Recall Reports, or sent directly to export dealers. 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.

Courtesy Transportation –

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

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

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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November 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2015 model year Chevrolet Camaro may have a condition in which three of the options included in the V8 Coupe Performance Package, two Performance Decals and the Performance Sill Plate, were not installed.

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

What We Will Do: General Motors is offering you the option to have your Chevrolet dealer either install the three missing accessories **OR** you may elect for a reimbursement of \$945 in lieu of the missing accessories. This service will be performed for you at **no charge until November 30, 2018**. 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 **OR** to begin the reimbursement process. 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
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.

Terry M. Inch
Executive Director
Global Connected Customer Experience

16077

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4250
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 9, 2016

Subject: 16077 - Customer Satisfaction Program
Missing Intended Performance Package Content

Models: 2015 Chevrolet Camaro
Equipped with V8 Coupe Performance Package (RPO VPX)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 16077 today. The total number of U.S. vehicles involved is approximately 155. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on November 25, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 10, 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