

Customer Satisfaction Program

16119 Incorrect Monroney Label



Reference Number: N162060510

Release Date: February 2017
Revision: 00

Attention: With regard to involved customer vehicles, no action is required by dealers except as specified below. See the customer notification section for details. **This program is in effect until February 28, 2019.**

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	ATS	2017	2017		
Cadillac	XTS	2017	2017		
Chevrolet	Camaro	2017	2017		
Chevrolet	Corvette	2017	2017		
Chevrolet	Cruze	2017	2017		
Chevrolet	Impala	2017	2017		
Chevrolet	Malibu	2017	2017		
Chevrolet	Silverado LD	2017	2017		
Chevrolet	Sonic	2017	2017		
GMC	Sierra LD	2017	2017		

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	General Motors has discovered an inadvertent error in the Parts Content Information portion of the window label on certain 2017 model year Cadillac ATS and XTS, Chevrolet Camaro, Corvette, Cruze, Impala, Malibu, Silverado LD, and Sonic, and GMC Sierra LD vehicles, which displays US/Canadian Parts Content for the vehicle, and Country of Origin (COO) information for the engine and transmission on these vehicles. As a result, the label displayed incorrect parts content percentages and COO information for the engines and transmissions on these vehicles. GM will contact involved owners of the affected to notify them of the situation. This label error has no effect on the safety or operation of the vehicles.
Correction	Dealers are to affix a corrected new replacement label to the vehicle.

Parts

Replacement labels with the corrected information are being reprinted and will be mailed to involved dealers of record beginning the week of February 6, 2017. Please do not attempt to order replacement labels via the BARS Reprint Request process in GM GlobalConnect prior to February 15, 2017. 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
9102901	Replace Monroney Label	0.1	ZFAT	N/A

Service Procedure

Note: This procedure is for involved vehicles in dealer new vehicle inventory only. Replacement window labels for these vehicles are VIN specific. You must affix the replacement label to the vehicle immediately.

- Carefully take off the factory installed label from the vehicle's window. Discard this label.
- Carefully and immediately 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 until the replacement label is affixed to the vehicle 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, or used for demonstration or any other purpose until the replacement label has been affixed to the vehicle.

Also, please contact all customers who have recently purchased vehicles sold from your vehicle inventory that are identified on the attached vehicle list. Please send these customers a corrected label using the attached letter.

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Dealer Reports

A list of involved vehicles for each dealer has been prepared and will be provided to U.S. dealers through the GM GlobalConnect Recall Reports.

Customer Notification

General Motors will notify customers of this program (see copy of customer letter included with this bulletin). Included with the letter will be a paper reproduction of their vehicle's corrected label.

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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February 2017

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

Dear General Motors Customer:

General Motors has discovered an inadvertent error in the Parts Content Information portion of the window label of your vehicle, which displays US/Canadian Parts Content for the vehicle, and Country of Origin (COO) information for the engine and transmission on your vehicle. As a result, the label displayed incorrect parts content percentages and incorrect country of origin information for the engine and/or transmission on your vehicle. This label error has no effect on the safety or operation of your vehicle.

General Motors is providing you with a new window label containing the corrected information. Enclosed with this letter is a copy of the revised label. Please discard the original, incorrect window label to avoid any possible confusion in the future and retain the enclosed label for future reference. Please do not sell or transfer the vehicle with the original window label with the incorrect information.

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)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
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 GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
16119

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4340
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 7, 2017

Subject: 16119 - Customer Satisfaction Program
Incorrect Monroney Label

Models: 2017 Cadillac ATS
2017 Cadillac XTS
2017 Chevrolet Camaro
2017 Chevrolet Corvette
2017 Chevrolet Cruze
2017 Chevrolet Impala
2017 Chevrolet Malibu
2017 Chevrolet Silverado LD
2017 Chevrolet Sonic
2017 GMC Sierra LD

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 16119 today. The total number of U.S. vehicles involved is approximately 46,000. Please see the attached bulletin for details.

Replacement labels with the corrected information are being reprinted and will be mailed to involved dealers of record beginning the week of February 6, 2017.

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 Monroney label with corrected 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 February 8, 2017. 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