

Customer Satisfaction Program

52620 Transmission Oil Cooler Line Contact



Reference Number: N16205262

Release Date: January 2017

Revision: 02

Revision Description: This bulletin has been revised to update the service procedure section. Please discard all copies of bulletin 52620-01.

Attention: This program is in effect until December 31, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Camaro	2016	2017	LT1 KNR M5U	6.2L Engine Rear Differential Cooler 8-Speed Transmission

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	Certain 2016-2017 model year Chevrolet Camaro vehicles equipped with a 6.2L engine (RPO LT1), rear differential cooler (RPO KNR), and an 8-speed transmission (RPO M5U), may have a condition in which the left hand front transmission oil cooler (TOC) line can move out of its design position and come into contact with either an underbody stud or the transmission mount. This may result in a potential rub through of the TOC line and transmission fluid may come in contact with a hot surface resulting in hot surface ignition.
Correction	Dealers are to inspect and replace the transmission oil cooler line as required, and cut off the body stud on the driver side of the vehicle near the transmission support.

Parts

Quantity	Part Name	Part No.
1	Transmission Fluid Cooler Inlet and Outlet Pipe	84059369 *
1 (As Required)	Mobil 1 Synthetic Low Viscosity ATF HP (Obtain through local General Motors Oil Distributor)	19353429 ** (US) 19353430 ** (CA)

* Due to limited initial parts availability, dealers are encouraged not to order this part for use as shelf stock. Quantity limiters may also be in effect. Additionally this part may be removed from RIM management. Dealers should check to confirm RIM management status.

** Do not order from GMCCA. Must be obtained from your local General Motors Oil Distributor.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102462	Transmission Pipe Inspection and Stud Removal	0.6	ZFAT	N/A
	Add: Transmission Fluid Cooler Inlet and Outlet Pipe Replacement	3.0		

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Service Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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Transmission fluid cooler inlet pipe removed from vehicle for illustrative purposes.



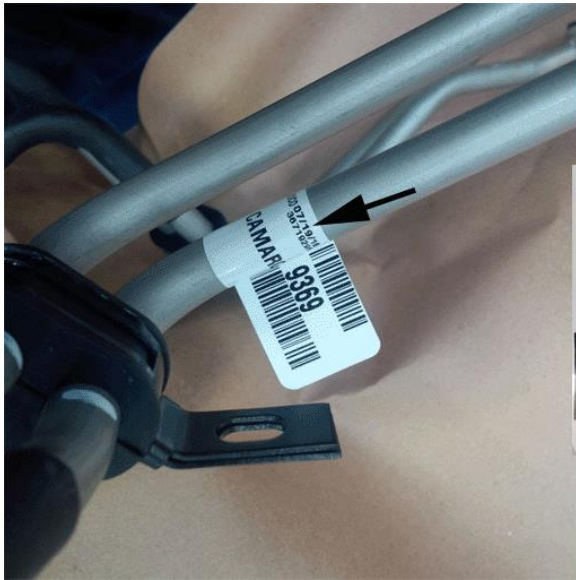
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Orange sleeve shown for illustrative purposes only.

2. Determine if the transmission fluid cooler inlet pipe has a black sleeve on it where the pipe goes over the catalytic converter brace bracket (1).
 - If a black sleeve is NOT present, proceed to the next step.
 - If a black sleeve is present, proceed to steps 5-7, and 10.

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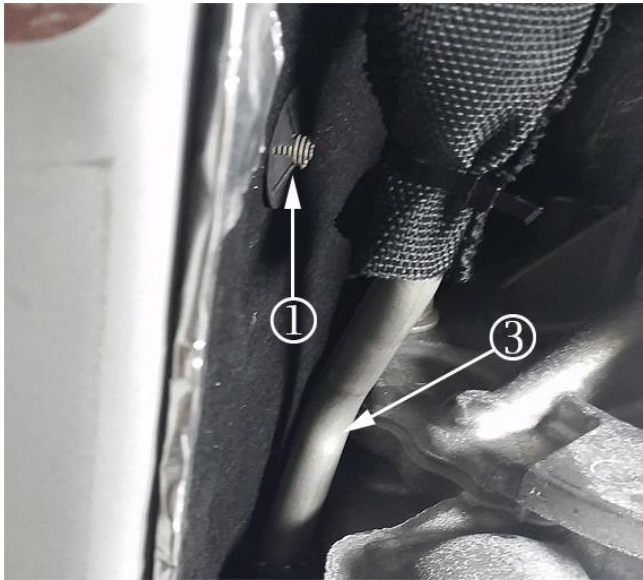
3. If the transmission fluid cooler inlet pipe does NOT have a sleeve or has an orange sleeve on it where the pipe goes over the catalytic converter brace bracket, inspect the date code on the build tag.
 - If the build date is on or before 06/10/16, proceed to the next step.
 - If the build date is after 06/10/16, proceed to steps 5-7, and 10.
4. Remove the transmission fluid cooler inlet and outlet pipe. Refer to *Transmission Fluid Cooler Inlet and Outlet Pipe Replacement (LT1 With M5U, With KNR)* in SI.
5. Remove the transmission support. Refer to *Transmission Support Replacement (Automatic Transmission)* in SI.



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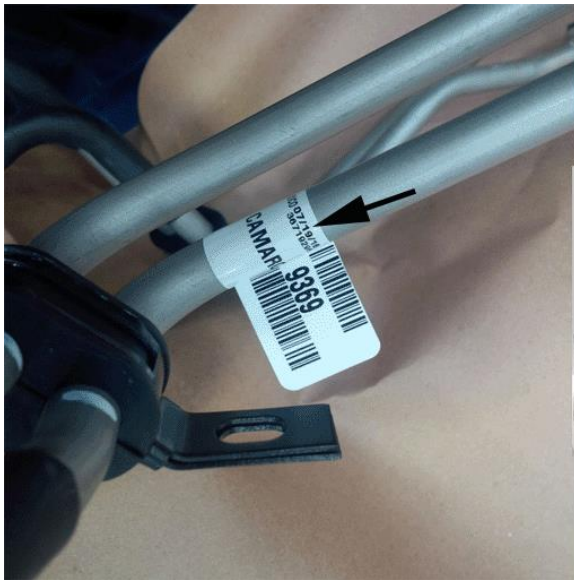
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6. Cut off the body stud (1) located on the driver side of the vehicle above the transmission support (2) and next to the transmission fluid cooler outlet pipe (3) near the quick disconnect (4).
7. Install the transmission support. Refer to *Transmission Support Replacement (Automatic Transmission)* in SI.



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8. Verify the build date of the NEW transmission fluid cooler inlet and outlet pipe is after 06/10/16.
 - If the build date is on or before 06/10/16, scrap the transmission fluid cooler inlet and outlet pipe assembly and obtain another one.
 - If the build date is after 06/10/16, proceed to the next step.

Note: The replacement transmission fluid cooler inlet and outlet pipe will NOT have a sleeve on it.

9. Install the NEW transmission fluid cooler inlet and outlet pipe. Refer to *Transmission Fluid Cooler Inlet and Outlet Pipe Replacement (LT1 With M5U, With KNR)* in SI.
10. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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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 December 31, 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 December 31, 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 – For USA & Canada

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

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.



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December 2016

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

Dear General Motors Customer:

We have learned that your 2016 or 2017 model year Chevrolet Camaro equipped with a 6.2L engine, rear differential cooler, and an 8-speed transmission, may have a condition in which the left hand front transmission oil cooler (TOC) line can move out of its design position and come into contact with either an underbody stud or the transmission mount. This may result in a potential rub through of the TOC line and transmission fluid may come in contact with a hot surface resulting in hot surface ignition.

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 and replace the transmission oil cooler line as required, and cut off the body stud on the driver side of the vehicle near the transmission support. This service will be performed for you at **no charge until December 31, 2018**. After that, any applicable warranty will apply.

What You Should Do: Due to limited part availability at this time, and to limit any possible inconvenience, we recommend that you contact your dealer after February 1, 2017 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 a red transmission fluid leak is evident underneath your car, please contact your dealer.

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

52620

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4309
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 11, 2017

Subject: 52620-02 – Customer Satisfaction Program
Transmission Oil Cooler Line Contact
Revised Service Procedure section

Models: 2016-2017 Chevrolet Camaro
Equipped with 8-Speed Transmission (RPO M5U), Rear Differential
Cooler (RPO KNR), and 6.2L Engine (RPO LT1)

To: All General Motors Dealers

This bulletin has been revised to update the service procedure section.
Please discard all copies of bulletin 52620-01.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS