

# Customer Satisfaction Program

## 17407 Vehicle Build Incompatible with LPO Accessory Spoiler



Reference Number: N172128790

Release Date: November 2017  
Revision: 00

**Attention:** This program is in effect until November 30, 2019.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Camaro	2018	2018	5V5	Accessory, Spoiler Design 1
				5ZU	Accessory, Spoiler Design 2

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.

<b>Condition</b>	Certain 2018 model year Chevrolet Camaro vehicles, ordered with either the accessory spoiler design 1 (RPO 5V5) or design 2 (RPO 5ZU), may have been assembled with the stanchion spoiler and decklid. Installing either accessory spoiler in place of the stanchion spoiler leaves a center mounting hole exposed on the decklid.
<b>Correction</b>	<p><u>New, Unsold Vehicles:</u> Replace the Monroney window label and modify the SPID label by crossing off the appropriate accessory spoiler RPO (5V5 or 5ZU).</p> <p><u>Customer Vehicles:</u> Inform customer of their option to either:</p> <p>1.) Have the decklid replaced to allow installation of the accessory spoiler; OR</p> <p>2.) Have the SPID label modified by crossing off the appropriate accessory spoiler RPO (5V5 or 5ZU). Receive a reimbursement check of USD \$575/CAD \$526 (RPO 5V5) or USD \$690/CAD \$611 (RPO 5ZU) for the uninstalled accessory spoiler.</p>

### Parts

Quantity	Part Name	Part No.
1	Lid, R/Cmpt	84200621
1	Emblem, R/Cmpt Lid	84003919

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

**Note:** Replacement Monroney window labels with the corrected information were reprinted and mailed via FedEx Overnight Delivery to involved U.S. dealers of record beginning October 18, 2017. If you did not receive, or are unable to locate those labels, 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.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103480	Replace Monroney Window Label and Correct SPID Label	0.2	ZFAT	N/A
9103481	Replace Rear Compartment Lid (Includes Paint to Match) (Includes Color/Clearcoat)	3.5 (GS)		
ADD	To Blend Quarter Panels if Required	5.8 (HJ)		
ADD	With Tint Coat / Tri-Coat Paint	0.3 (GD)		
9103482	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 USD \$575/CAD \$526 (for vehicles that were ordered with RPO 5V5) or USD \$690/CAD \$611 (for vehicles that were ordered with RPO 5ZU) dealer check being issued to a customer that elects 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.

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### Service Procedure

#### ALL New Inventory Vehicles

**Note:** Replacement Monroney window labels with the corrected information were reprinted and mailed via FedEx Overnight Delivery to involved U.S. dealers of record beginning October 18, 2017. Dealer message GCUS-3-1072 was sent the same day instructing dealers to immediately install these replacement window labels.

1. Inspect the current Monroney window label for listing a LPO accessory spoiler.
  - If an accessory spoiler (RPO 5V5 or 5ZU) is listed, proceed to step 2.
  - If no LPO accessory spoiler is listed on the Monroney window label, proceed to step 4.
2. Carefully remove the factory installed label from the vehicle's window. Discard this label.
3. Carefully affix the replacement label to the vehicle's window.



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4. On the vehicle's SPID label, use a black permanent marker to cross off the accessory spoiler RPO that is not installed on the vehicle (5V5 or 5ZU). The SPID label is located in the trunk under the rear compartment floor panel trim. Refer to *Rear Compartment Floor Panel Trim Replacement* in SI.

**Note:** The options below are not applicable to vehicles in dealer new inventory. Dealers are to install a replacement Monroney window label on involved vehicles in dealer new inventory and cross off of the SPID label the accessory spoiler RPO that is not installed on the vehicle (5V5 or 5ZU). Customers of involved vehicles are to be offered one of the two options listed below.

#### ALL Customer-owned Vehicles

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

**Option 1** – Install the accessory spoiler. The customer should be informed that if they elect the spoiler installation, they will NOT receive a reimbursement check.

**Option 2** – Compensate the customer USD \$575/CAD \$526 (RPO 5V5) or USD \$690/CAD \$611 (RPO 5ZU) for the accessory spoiler. The customer should be informed that if they elect the reimbursement, the accessory spoiler will NOT be installed. If a customer elects to be reimbursed instead of having the spoiler installed, dealers are to issue the customer a check and cross off of the SPID label the accessory spoiler RPO that is not installed on the vehicle (5V5 or 5ZU). Record the check number in the Invoice Number field and record the VIN on the check.

#### Customers Electing to Have Accessory Spoiler Installed

1. Replace the rear compartment lid. Refer to *Rear Compartment Lid Replacement* in SI.
2. Install accessory rear end spoiler (RPO 5V5 or 5ZU). Refer to SI for instructions as needed.

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### Customers Electing Reimbursement

**Note:** The check number must be entered in the Invoice Number field when submitting the reimbursed amount in the Net/Reimbursement field.

1. Record the VIN on the check.
2. Record the check number on the job card and in the Invoice Number field when submitting the reimbursed amount in the Net/Reimbursement field.
3. Issue the customer a reimbursement check in the amount of USD \$575/CAD \$526 for vehicles that were ordered with RPO 5V5, or in the amount of USD \$690/CAD \$611 for vehicles that were ordered with RPO 5ZU.



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4. On the vehicle's SPID label, use a black permanent marker to cross off the accessory spoiler RPO that is not installed on the vehicle (5V5 or 5ZU). The SPID label is located in the trunk under the rear compartment floor panel trim. Refer to *Rear Compartment Floor Panel Trim Replacement* in SI.

### 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/repared 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, 2019. 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, 2019, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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### 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).

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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 2017

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2018 model year Chevrolet Camaro ordered with an accessory spoiler, may have been assembled with the stanchion spoiler and decklid. Installing the accessory spoiler in place of the stanchion spoiler leaves a center mounting hole exposed on the decklid.

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 decklid necessary to allow proper accessory spoiler installation, **OR** you may elect for a reimbursement in lieu of the accessory spoiler. This service will be performed for you at **no charge until November 30, 2019**. 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

17407

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4607  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 3, 2017

Subject: 17407 - Customer Satisfaction Program  
Vehicle Build Incompatible with LPO Accessory Spoiler

Models: 2018 Chevrolet Camaro  
Ordered with Accessory Spoiler (RPO 5V5 or 5ZU)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17407 today. The total number of U.S. vehicles involved is approximately 23. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin the week of November 20, 2017.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 6, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS