

Service Update

17446 50th Anniversary Floor Mats Missing



Reference Number: N172121060

Release Date: November 2017
Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

| Make | Model | Model Year | | RPO | Description |
|-----------|--------|------------|------|-----|-------------|
| | | From | To | | |
| Chevrolet | Camaro | 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 | Certain 2017 model year Chevrolet Camaro vehicles were delivered without the correct 50 th Anniversary floor mats. |
| Correction | Install 50 th Anniversary floor mat package. |

Parts

| Quantity | Part Name | Part No. |
|----------|-------------------------------------|----------|
| 1 | Mat Package - front and rear carpet | 23378911 |

It is estimated that only 39 involved vehicles worldwide will require Mat Package Replaced on this vehicle. **Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.**

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 |
|-----------------|---------------------------|------------|-------------|----------|
| 9103523 | Install floor mat package | 0.2 | ZFAT | N/A |

Service Procedure

Note: If the vehicle was delivered with floor mats, the customer may retain the original floor mats in addition to the new floor mats involved in this service update bulletin.

Install the floor mat package in the customers' vehicle. Refer to the latest version of Technical Service Bulletin (TSB) #10-08-110-001 for installation steps.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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.

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.



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URGENT - DISTRIBUTE IMMEDIATELY

Date: November 30, 2017

Subject: 17446 - Service Update
50th Anniversary Floor Mats Missing

Models: 2017 Chevrolet Camaro

To: All General Motors Dealers

General Motors is releasing Service Update 17446 today. The total number of U.S. vehicles involved is 39. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated today, November 30th, 2017. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
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