

Customer Satisfaction Program

17335 10-Speed Transmission Increased Temperatures, Slips, Erratic Shifting Due to Overfill



Reference Number: N172111930

Release Date: August 2017
Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Camaro ZL1	2017	2018	MGL	Transmission-Automatic 10-Spd

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 2017-2018 model year Chevrolet Camaro ZL1 vehicles, equipped with 10-speed automatic transmission (RPO MGL), may have a condition in which the transmission was overfilled during production. If an overfill condition exists the transmission fluid may become aerated and may cause high transmission temperatures, gear slippage, and erratic shifting. In addition, performing limit-handling maneuvers may produce a fluid overflow condition through the vent tube.
Correction	Inspect, and if necessary correct, the automatic transmission fluid level.

Parts

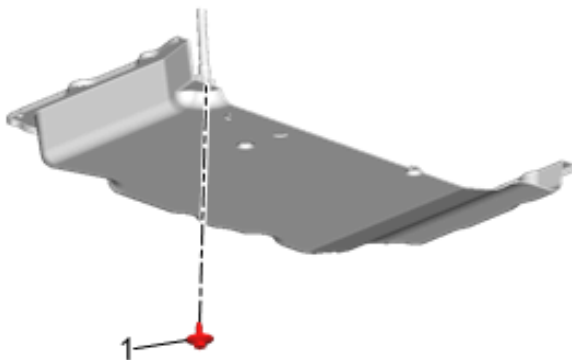
No parts are required.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103381	Check Transmission Fluid Level	0.5	ZFAT	N/A

Service Procedure

1. Set the arms of the hoist in preparation to lift the vehicle. Refer to *Lifting and Jacking the Vehicle (ZL1)* in SI.
2. Connect a scan tool to the vehicle.
3. Raise the transmission fluid temperature (TFT) to 98 degrees Celsius (209 degrees Fahrenheit). Refer to *Transmission Fluid Level and Condition Check* in SI.
4. Raise the vehicle on a hoist. The vehicle must be level, with the engine running and the shift lever in the PARK range.



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Caution: THE ENGINE MUST BE RUNNING when the transmission oil level check plug is removed or excessive fluid loss will occur, resulting in an under-filled condition. An under-filled transmission will cause premature component wear or damage.

Note: Continue to monitor the TFT. If the TFT is not within the specified values, reinstall the transmission oil level check plug and repeat the previous steps.

5. Remove the transmission oil level check plug (1) from the transmission fluid pan. Allow any fluid to drain.
 - If the fluid is flowing as a steady stream, wait until the fluid begins to drip.
 - If no fluid comes out, add fluid until fluid comes out in a steady stream and then drips out. Refer to *Transmission Fluid Fill Procedure* in SI.
6. Install the transmission oil level check plug and tighten to 9 Nm (80 lb in).
7. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle (ZL1)* in SI.
8. Remove the scan tool.

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 September 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 September 30, 2019, 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. 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

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 - 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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September 2017

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

Dear General Motors Customer:

We have learned that your 2017 or 2018 model year Chevrolet Camaro ZL1 may have a condition in which the transmission was overfilled during production. If an overfill condition exists the transmission fluid may become aerated and may cause high transmission temperatures, gear slippage, and erratic shifting. In addition, performing limit-handling maneuvers may produce a fluid overflow condition through the vent tube.

Your satisfaction with your Camaro ZL1 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 if necessary correct, the automatic transmission fluid level. This service will be performed for you at **no charge until September 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.

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 ZL1 provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

17335

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4541
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 28, 2017

Subject: 17335 - Customer Satisfaction Program
10-Speed Transmission Increased Temperatures, Slips, Erratic
Shifting Due to Overfill

Models: 2017-2018 Chevrolet Camaro ZL1 Equipped with 10-speed automatic
transmission (RPO MGL)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17335 today. The total number of U.S. vehicles involved is approximately 63. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on September 12, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated September 29, 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