

Service Update

17209 Convertible Top Will Not Lower



Reference Number: N172093090

Release Date: June 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	2016	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 2016-2017 model year Chevrolet Camaro Convertible vehicles may not lower the convertible top due to a dislocated grommet on the rear compartment floor panel track partition slide. A driver information center (DIC) message "Extend Cargo Shade to Operate Top" will be displayed, even though the cargo shade is in place.
Correction	Replace the rear compartment floor panel track partition slide (cargo shade).

Parts

Quantity	Part Name	Part No.
1	Rear Compartment Floor Panel Track Partition Slide	84338853

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

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103195	Rear Compartment Floor Panel Track Partition Slide Replacement	0.1	ZFAT	N/A

Service Procedure

Replace the rear compartment floor panel track partition slide. Refer to *Rear Compartment Floor Panel Track Partition Slide Replacement* in SI.

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/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.

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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Date: June 30, 2017

Subject: 17209 - Service Update
Convertible Top Will Not Lower

Models: 2016-2017 Chevrolet Camaro Convertible

To: All General Motors Dealers

General Motors is releasing Service Update 17209 today. The total number of U.S. vehicles involved is approximately 17,479. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated July 1, 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

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