

# Customer Satisfaction Program

## 18307 Vehicle Built with Incorrect Roof Panel



Reference Number: N182187390

Release Date: October 2018  
Revision: 00

**Attention: This program is in effect until October 31, 2020.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Corvette	2019	2019	GJI	Dark Shadow Metallic

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 2019 model year Chevrolet Corvette vehicles, equipped with Dark Shadow Metallic (GJI), may have been built with an incorrect roof panel.
<b>Correction</b>	Provide customer with correct roof panel.

### Parts

**Dealers do not have to order parts for this program.** Complete roof panel assemblies are being pre-shipped to all involved dealers. In the interest of customer satisfaction, customers are to retain both the painted and carbon fiber roof panels for their use.

Dealers will need to submit the following part numbers for their reimbursement on the claim. The painted roof panel is part number 23412872 and the carbon fiber roof panel is 23412888.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104138	Remove and Replace Roof Panel Currently on Vehicle with New Roof Panel and Load Original Roof Panel into Trunk	0.4	ZFAT	*

\*If the customer does not want the roof panel currently on the vehicle replaced with the new roof panel, load the new roof panel into the vehicle's trunk and use labor operation 9104138 to submit for a \$20.00 administrative allowance in Net/Admin Allowance to close this field action.

### Service Procedure

**Important:** In the interest of customer satisfaction, customers are to retain both the painted and carbon fiber roof panels for their use.

1. If requested by the customer, remove and replace the roof panel currently on the vehicle with the newly-received roof panel and load the original roof panel into the vehicle's trunk. Refer to *Roof Lift Off Panel Replacement* in SI.

If the customer wants the original roof panel to be left on the vehicle, load the new roof panel into the vehicle's trunk.

**Note:** Inform the customer to remove the extra roof panel from the vehicle's trunk when they return home and store it in a secure location to prevent possible damage.

### 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, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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

# Customer Satisfaction Program

## 18307 Vehicle Built with Incorrect Roof Panel



bulletin for your use in contacting customers. Recall 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 dealership for service in the future, 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).

---

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**

# Customer Satisfaction Program

## 18307 Vehicle Built with Incorrect Roof Panel



October 2018

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

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Corvette may have been built with an incorrect roof panel.

Your satisfaction with your Corvette is very important to us, so we are announcing a program to fix it.

**What We Will Do:** Your GM dealer will provide you with the correct roof panel. You may also keep the original panel. This service will be performed for you at **no charge until October 31, 2020**. 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. 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 Corvette provides you many miles of enjoyable driving.

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

18307

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4881  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 16, 2018

Subject: 18307 - Customer Satisfaction Program  
Vehicle Built with Incorrect Roof Panel

Models: 2019 Chevrolet Corvette Equipped with Dark Shadow Metallic (GJI)

To: Select Chevrolet Dealers with Involved Vehicles

General Motors is releasing Customer Satisfaction Program 18307 today. The total number of U.S. vehicles involved is approximately 13. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on October 30, 2018.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated October 16, 2018. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS