

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4907  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 16, 2018

Subject: 18355 - Service Update  
Repaint Lower Rocker (Customer Approval Required)

Models: 2019 Chevrolet Camaro equipped with A1Z and ZL1 (Extreme Track  
Performance Pkg.)

To: All General Motors Dealers

General Motors is releasing Service Update 18355 today. The total number of U.S. vehicles involved is approximately 92. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 17, 2018. 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

# Service Update

## 18355 Repaint Lower Rocker (Customer Approval Required)



Reference Number: N182196950

Release Date: November 2018

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	2019	2019	ZL1 A1Z	Extreme Track Performance Pkg

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 Camaro vehicles equipped with RPO ZL1 coupe trim level and RPO A1Z extreme track performance package were produced with a high gloss black lower rocker paint instead of the low gloss lower rocker paint.
<b>Correction</b>	Dealers are to paint the left and right lower rocker panel the correct low gloss black (paint code W0848), only after confirming that is what the customer wants.

### Parts

Quantity (Total for both sides)	Part Name	Part No.
2	RETAINER	11547211
6	RETAINER	11546635
1	CLIP,L/GATE SI APLQ (Set of 20)	19352782
14	RETAINER, RKR PNL MLDG	11611435
6	RETAINER	11612122

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). All Parts listed are/have been part of the RIM program and may already be stocked on Dealers shelf. Part 19352782 should be ordered in a quantity of 1 and will be shipped in a package of 20.

It is estimated that only 102 involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these 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.

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which paint and trim parts to order.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104201	Refinish Rocker Panel Moldings (Includes Removal and Installation of Moldings, Refinish and Paint Mix Time Allowance)	5.0	ZFAT	*
9104202	Customer declined repairs	0.2	ZFAT	N/A

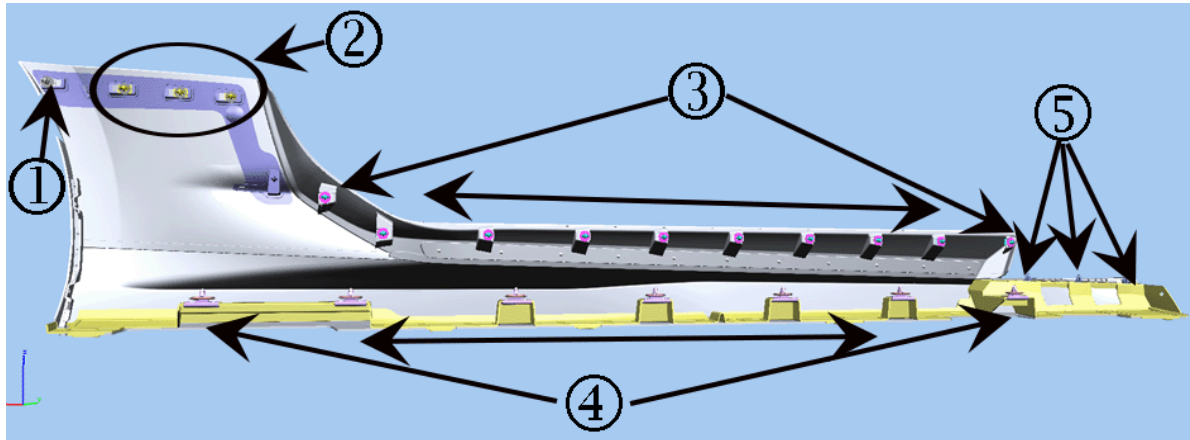
\* The amount identified in "Net Item" should represent the actual sum total of the current GMCCA Dealer net price for paint and material needed to perform the required repairs, not to exceed (Material Allowance GI x2 ) \$150.00 USD, \$195.00 CAD.

# Service Update

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### Service Procedure

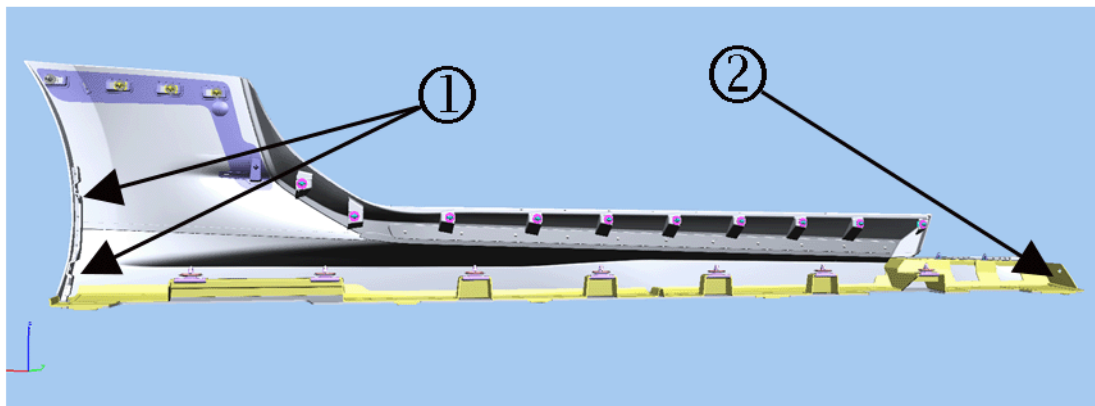


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Location (Call Outs Above)	Part Number	Quantity (Total-both sides)
1	11547211	2
2	11546635	6
3	19352782	20
4	11611435	14
5	11612122	6

**Caution: DO NOT sand through the base coat. Only use gray scotch pads for scuffing the surface of the rocker panel. If the panel is sanded through, the panel must be replaced.**

**Important: When removing the rocker panel moldings, remove and reuse the nylon washers from the OE clips (1 above) and keep each side separate. They need to be reinstalled to the same side for proper panel alignment. These washers set the gap between the body and the rocker panel molding.**

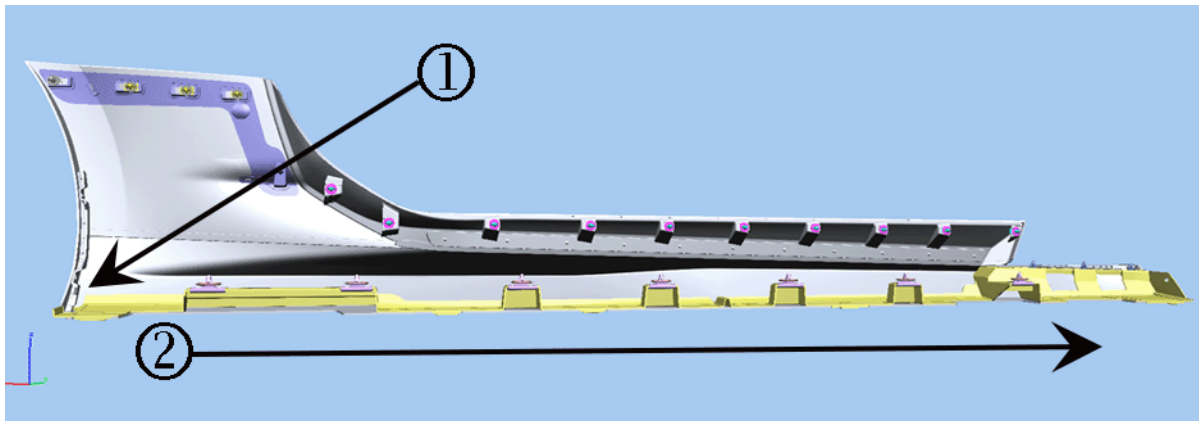


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1. Remove the three fasteners securing the rocker molding to the wheel houses. There are two fasteners at the rear wheel (1) and one at the front wheel (2).

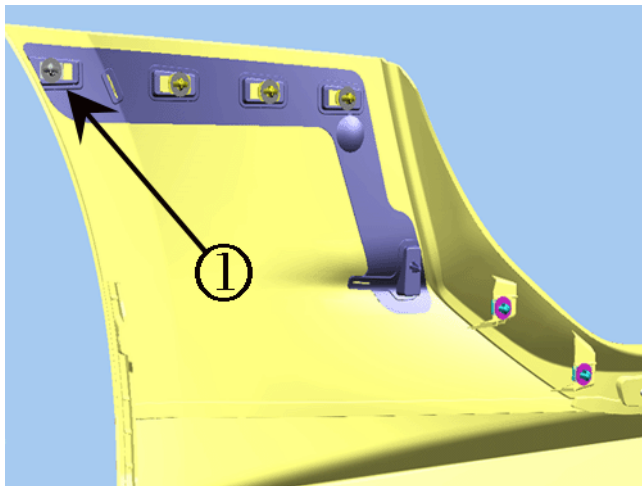
## Service Update

### 18355 Repaint Lower Rocker (Customer Approval Required)



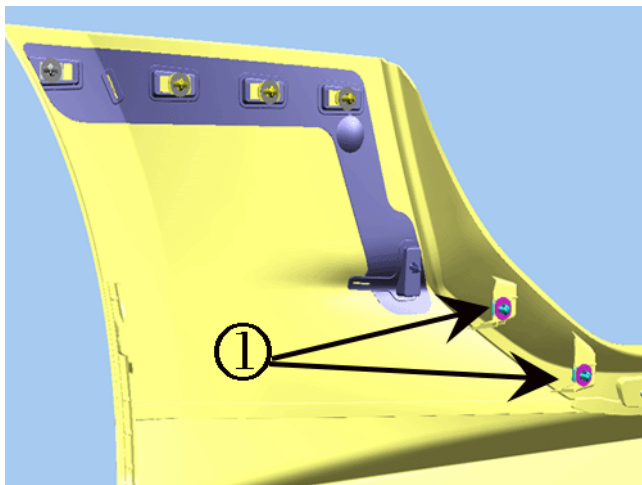
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2. Disengage the rocker from the lower row of 10 clips by manually pulling and prying the rocker away from the body side outer. Start at the rear (1) and progressively move forward (2).



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3. Remove the one through four fasteners at the top of the rocker at the fender by collapsing the "W" clip fasteners. Collapse the clip by pressing a 8mm six point socket or a 7mm twelve point socket on the pointed end of the fastener. Release the first most rearward clip first (1) and insert a plastic trim paddle to keep the rocker lifted and prevent the clip from re-engaging.
  - Proceed to the next clip and repeat the method until all four are released.
  - This first clip is unique to the next three. The clip on the LH rocker has a 1.75mm spacer and the RH rocker has a 3.5mm spacer. Don't mix them up! The spacer sets the part the proper fit to the fender.



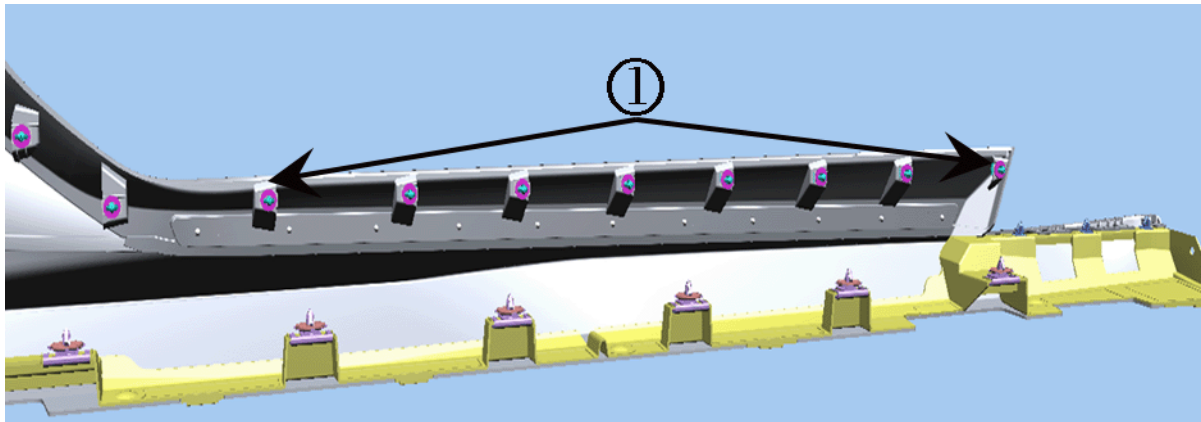
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## Service Update

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4. Open the vehicle door to remove clips #5 and #6 (1) using a plastic trim tool with a “U” notch feature to straddle the fastener and support the dog house face while prying the clip free. These two dog houses are the most prone to damage from releasing the clip.



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5. After clip #6 is released, the rocker can be separated from the body side by sliding it rearward to release the rest of the clips 7 through 14 (1) from their dog house slots. The clips will remain in the body side outer attachment holes. Remove the clips remaining in the body.
6. Mask and prep the rocker lower panel moldings. The upper area body color finish does not need to be refinished-it should be masked and protected. Use fine line tape to ensure a clean edge.
7. Basecoat the rocker lower panel molding using paint code W0848.
8. Using your paint suppliers gloss level chart, select the clearcoat gloss level closest to the gloss level on the front splitter and rear fascia diffuser.

**Important: When installing the rocker panel moldings, reuse the nylon washers from the OE clips. They need to be reinstalled to the same side for proper panel alignment. These washers set the gap between the body and the rocker panel molding.**

9. Install new clips and reinstall rocker panel moldings.

#### 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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Voluntary Technician  
Certification