

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4893
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 1, 2018
Subject: 18347 - Service Update
Incorrect OnStar Button Icon
Models: 2019 Chevrolet Camaro
To: All General Motors Dealers

General Motors is releasing Service Update 18347 today. The total number of U.S. vehicles involved is approximately 7. 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 2, 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

Service Update

18347 Incorrect OnStar Button Icon



Reference Number: N182196010

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		

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	On certain 2019MY Chevrolet Camaro vehicles, the overhead console OnStar push-to-talk button is printed with the incorrect icon.
Correction	Replace the overhead console OnStar switch.

Parts

Quantity	Part Name	Part No.
1	SWITCH COMN CTR	13440111

Important: An initial supply of the 13440111 required to complete this recall will be pre-shipped to all 86 impacted dealers of record. This pre-shipment is scheduled to begin and conclude the week of November 1, 2018. Pre-shipped parts will be charged to dealer's open parts account.

Note: Due to 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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104187	Replace OnStar Roof Console Switch	0.3	ZFAT	N/A

Service Procedure



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1. Replace the OnStar roof console switch. Picture 1 shows the correct icon and picture 2 shows the incorrect icon.
2. Remove the roof console. Refer to *Roof Console Replacement* in SI.

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5159515

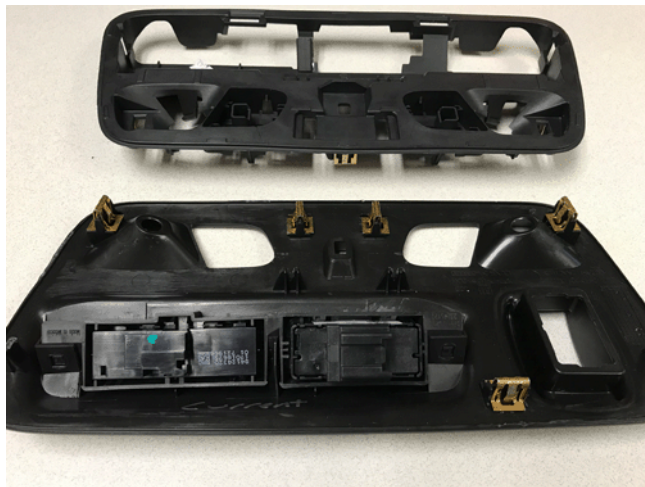
3. Compress the 2 tabs on each side of the console.



5159516

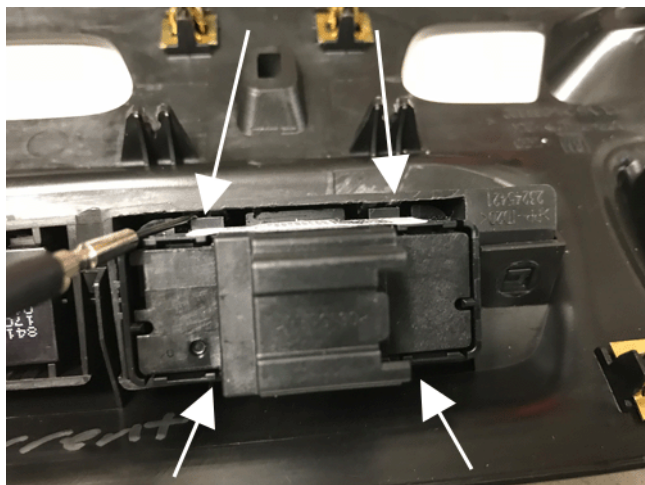
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4. With a suitable tool compress the spring retainers while using a trim tool to separate the console halves.



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5. Using a pick or small screwdriver, release the switch from the console and remove.
6. Install the new switch to the console.
7. Install the console halves together.
8. Install the roof console. Refer to Roof Console 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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Certification**