

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5047
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 16, 2019

Subject: N192219930 - Customer Satisfaction Program
Missing Competition Tire Section in Owner's Manual

Models: 2018-2019 Chevrolet Camaro
Equipped with Merchandised Pkg – Special Performance (RPO
R6O/A1Z/ZL1)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction N192219930 today. The total number of U.S. vehicles involved is approximately 2,252. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 30, 2019.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 16, 2019. 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

Customer Satisfaction Program

N192219930 Missing Competition Tire Section in Owner's Manual Supplement



Release Date: May 2019

Revision: 00

Attention: This program is in effect until May 31, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Camaro	2018	2019	R6O/A1Z/ZL1	Merchandised Pkg – Special Performance

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 2018-2019 model year Chevrolet Camaro vehicles, equipped with competition-oriented tires (RPO R6O/A1Z/ZL1), may have a section missing in the High-Performance Owner's Manual Supplement explaining warnings about certain conditions when the competition-oriented tires should not be used. If the customer uses the vehicle with the tires in the conditions described (wet, rainy, icy, snowy, or cold roads), the customer may experience loss of traction, potentially leading to loss of control of the vehicle.
Correction	Print and insert revised owner manual page included in this bulletin.

Parts

No Parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104462	Print and Install Owner Manual Insert	0.2	ZFAT	N/A

Service Procedure

1. Print the appropriate language owner manual insert for your service area.
2. Locate the owner manual in the accessories bag.
3. Install the owner manual inserts to the owner's manual.

Customer Satisfaction Program

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Owner's Manual Insert English version:

Chevrolet Camaro High Performance Owner Manual Supplement (GMNA-Localizing-U.S./Canada/Mexico-11348335) - 2018 - Insert - 5/6/19

Insert to the 2018 Camaro High Performance Owner's Manual Supplement

The following information is in addition to the information found under "Wheels and Tires" found in the Vehicle Care Section of the owner's manual.

Competition Oriented Tires

This vehicle may come with 305/30ZR19 and 325/30ZR19 Goodyear Eagle F1 Supercar 3R competition oriented tires that are DOT approved for street use. Competition oriented tires use a special tread pattern and compound that provide more grip than normal road tires. The minimum tread depth will be reached earlier than typical tires, resulting in reduced tire life. This special tread pattern and compound will have decreased



Litho in U.S.A.
Part No. 84075505B-INS1

performance in cold climates, heavy rain, and standing water. It is recommended that winter tires be installed on the vehicle when driving at temperatures below approximately 10 °C (50 °F) or on ice or snow covered roads.

Warning

Driving on wet roads, in heavy rain, or through standing water with competition oriented tires may cause hydroplaning and loss of control. Use extreme caution and drive slowly on wet roads.

Warning

Driving with competition oriented tires on snow, ice, or cold road surfaces can cause loss of control or a crash. Competition oriented tires are summer season tires and are not intended to be driven on snow, ice, or road surfaces below 10 °C (50 °F). Do not drive a vehicle with competition oriented tires in these conditions.

Caution

Competition oriented tires have rubber compounds that lose flexibility and may develop surface cracks in the tread area at temperatures below -7 °C (20 °F). Always store competition oriented tires indoors and at

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Chevrolet Camaro High Performance Owner Manual Supplement (GMNA-Localizing-U.S./Canada/Mexico-11348335) - 2018 - Insert - 5/6/19

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Caution (Continued)

temperatures above -7 °C (20 °F) when not in use. If the tires have been subjected to -7 °C (20 °F) or less, let them warm up in a heated space to at least 10 °C (50 °F) for 24 hours or more before being installed or driving a vehicle on which they are installed. Do not apply heat or blow heated air directly on the tires. Always inspect tires before use.

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Customer Satisfaction Program

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Owner's Manual Insert French version:

Chevrolet Camaro High Performance Owner Manual Supplement (GMNA-Localizing-U.S./Canada/Mexico-11348335) - 2018 - Insert - 5/9/19

Ajout au supplément du manuel du propriétaire de Camaro 2018 à hautes performances

L'information suivante s'ajoute à l'information de la rubrique « Roues et pneus », dans la section d'entretien du véhicule du manuel du propriétaire.

Pneus destinés à la compétition

Ce véhicule peut être livré avec des pneus de compétition Goodyear Eagle F1 Supercar 3R 305/30ZR19 et 325/30ZR19, qui ne sont PAS approuvés pour l'usage en ville. Les pneus de compétition utilisent un modèle de sculpture spécial et un composé qui donnent plus d'adhérence que des pneus pour route normaux. La profondeur minimale des sculptures est atteinte plus tôt que des pneus classiques, ce qui réduit la durée de vie des



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pneus. Ce type de sculptures spéciales et ce composé ont des performances réduites par temps froid, fortes pluies et dans l'eau stagnante. Il est recommandé de monter les pneus d'hiver sur le véhicule pour conduire à des températures inférieures à environ 10°C (50°F) ou sur la glace ou la neige.

Avertissement

La conduite sur des routes mouillées, par forte pluie ou dans des flaques avec des pneus destinés à la compétition peut entraîner de l'aquaplanage et la perte de contrôle. La plus grande prudence et une conduite ralentie sont de rigueur sur les routes mouillées.

Avertissement

La conduite avec des pneus destinés à la compétition sur la neige, la glace ou des revêtements routiers froids peut entraîner la perte de contrôle et une collision. Les pneus destinés à la compétition sont des pneus d'été et ne sont pas destinés à être utilisés sur la neige, la glace ou des revêtements routiers en dessous de 10 °C (50 °F). Ne pas conduire de véhicule équipé de pneus destinés à la compétition dans ces conditions.

Attention

Les pneus destinés à la compétition comportent des composés en caoutchouc qui

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Chevrolet Camaro High Performance Owner Manual Supplement (GMNA-Localizing-U.S./Canada/Mexico-11348335) - 2018 - Insert - 5/9/19

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Attention (Suite)

perdent de leur souplesse et peuvent développer des fissures à la surface de la bande de roulement par des températures inférieures à -7°C (20°F). Toujours conserver les pneus de compétition à l'intérieur et à des températures supérieures à -7°C (20°F) quand ils ne sont pas utilisés. Si les pneus ont été soumis à des températures égales ou inférieures à -7°C (20°F), les laisser se réchauffer dans un espace chauffé à au moins 10°C (50°F) pendant 24 heures, ou plus, avant de les monter ou de conduire un véhicule sur lequel ils sont montés. Ne pas appliquer de chaleur ni souffler d'air chaud directement sur les pneus. Toujours examiner les pneus avant utilisation.

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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/repaired 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 May 31, 2021. 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 May 31, 2021, 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.

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

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May 2019

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

Dear General Motors Customer:

We have learned that your 2018-2019 model year Chevrolet Camaro may have a section missing in the High-Performance Owner's Manual Supplement explaining warnings about certain conditions when the competition-oriented tires should not be used. If the customer uses the vehicle with the tires in the conditions described (wet, rainy, icy, snowy, or cold roads), the customer may experience loss of traction, potentially leading to loss of control of the vehicle.

Your satisfaction with your Camaro 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: A replacement owner manual insert, describing High-Performance using competition-oriented tires is included with this letter.

What You Should Do: Find the enclosed replacement owner manual insert. Add the insert to the vehicle owner manual and keep them with your vehicle for future reference.

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	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to update your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Camaro provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

Enclosure
N192219930