

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5070
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 14, 2019

Subject: N192255460- Customer Satisfaction Program
Incorrect Steering Wheel Paddle Graphics

Models: 2019 Chevrolet Camaro equipped with:
6-Speed Manual Transmission (RPO MN6)
6.2L V8 Engine (RPO LT1)
Forward Collision Alert (RPO UEU)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192255460 today. The total number of U.S. vehicles involved is approximately 171. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on July 01, 2019.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 15, 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

N192255460 Incorrect Steering Wheel Paddle Graphics



Release Date: June 2019

Revision: 00

Attention: This program is in effect until June 30, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Camaro	2019	2019	MN6 LT1 UEU	6-Speed Manual Transmission 6.2L V8 Engine Forward Collision Alert

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 2019 model year Chevrolet Camaro vehicles, equipped with a 6.2L V8 Engine, 6-Speed Manual Transmission, and Forward Collision Alert have the feature Active Rev Match (ARM). ARM aids in smoother shifting by matching the engine speed to the next selected gear. The steering wheel part number used on SS 1LE manual transmission equipped vehicles with forward collision alert should have had the [Rev Match] graphic on the steering wheel shift paddles and instead have the graphics for automatic transmission [- / +] shift paddles. Customers may be unsure how to activate "Rev Match".
Correction	Replace the steering wheel.

Parts

Quantity	Part Name	Part No.
1	Steering Wheel	84568414

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 steering wheel to order.

Due to the small number of vehicles involved, (191), and due to limited initial parts availability, dealers are encouraged not to order program parts for use as shelf stock.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104546	Steering Wheel Replacement	1.4	ZFAT	N/A

Service Procedure

Replace the steering wheel. Refer to *Steering Wheel Replacement* in SI.

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, through June 30, 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 June 30, 2021, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Customer Satisfaction Program

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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).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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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July 2019

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

Dear General Motors Customer:

We have learned that certain 2019 model year Chevrolet Camaro vehicles, equipped with a 6.2L V8 Engine, 6-Speed Manual Transmission, and Forward Collision Alert have the feature Active Rev Match (ARM). ARM aids in smoother shifting by matching the engine speed to the next selected gear. The steering wheel part number used on SS 1LE manual transmission equipped vehicles with forward collision alert should have had the [Rev Match] graphic on the steering wheel shift paddles and instead have the graphics for automatic transmission [- / +] shift paddles. Customers may be unsure how to activate "Rev Match". Your satisfaction with your Camaro is very important to us, so we are announcing a program to fix this condition.

What We Will Do: Your GM dealer will replace the steering wheel. This service will be performed for you at **no charge until June 30, 2021**. 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	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy 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

N192255460