



Service Bulletin

Bulletin No.: 23-NA-211

Date: December, 2023

INFORMATION

Subject: Information on Rear Trunk Latch Inoperative

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Camaro	2023	2024	—	—	All	All

Involved Region or Country	North America, Brazil, Bolivia, Chile, Colombia, Paraguay, Peru, Uruguay, Europe, Middle East, Japan, Thailand, Other Africa
Condition	Some customers may comment that the rear trunk lid does not open when commanded from either the vehicle's power buttons or key fob.
Cause	It is possible that the Emergency Trunk Release (ETR) handle is not properly seated, causing the trunk latch to prevent the lid from opening.
Correction	Verify the ETR handle is snapped upward into its bezel. Once this is done, verify trunk latch functions (power release with key fob, exterior button and interior button) operate normally.

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

The carpet position must first be evaluated. Please refer to the visuals below and compare this with the customer vehicle. If the carpet is found out of place, it must be tucked between the ETR bezel and the sheet metal so that the tab is showing.

Correct Install



6483345

Incorrect Install



6483347

Once that is confirmed as good, then the ETR handle can be snapped into the proper position in the bezel. :

ETR Handle NOT Snapped in Properly



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Note: This is an example of an ETR handle that is NOT snapped in properly.

ETR Handle Snapped in Properly



6483349

Note: This is an example of an ETR handle that is snapped in properly. There must be very little distance between the car/person graphic and the bezel.

If the latch still does not function as intended, continue diagnosis referring to SI.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
1086778*	Verify Correct Position of Carpet and ETR Handle Location	0.1 hr

*This is a unique Labor Operation for bulletin use only.

Version	2
Modified	Released November 22, 2023 Revised December 01, 2023 – Added Warranty Information.

