

2008 - 2009 Corvette: Campaign Recall: Convertible Roof Cover Separation



GM SERVICE AND PARTS OPERATIONS

DCS 2230

URGENT - DISTRIBUTE IMMEDIATELY

DATE: April 22, 2009

SUBJECT: 08312 – Customer Satisfaction Program
Convertible Roof Cover Separation – Install New Retainer Bracket

MODELS: 2008-2009 Chevrolet Corvette
With Manual or Power Roof Convertible

TO: Chevrolet Dealers

ATTENTION: General Manager, New Vehicle Sales Manager, Service Manager, Parts Manager and Warranty Administrator

PRODUCT FIELD ACTION ANNOUNCEMENT

General Motors is announcing Customer Satisfaction Program 08312 today. The total number of vehicles involved is 6,093.

Mailing Information

Customer notification letter mailing will begin on April 29, 2009

GM Vehicle Inquiry System (GMVIS)

GMVIS information will be available on April 22, 2009

Service Information System (SI)

Bulletin 08312 will be available in SI on April 22, 2009.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in GM DealerWorld on April 22, 2009

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Program Bulletin

Bulletin No.: 08312

Date: April 2009

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Convertible Roof Cover Separation – Install New Retainer Bracket

MODELS: 2008-2009 Chevrolet Corvette
With Manual or Power Roof Convertible

THIS PROGRAM IS IN EFFECT UNTIL MAY 31, 2010.

CONDITION

Certain 2008 and 2009 model year Chevrolet Corvette manual or power roof convertible vehicles may have a condition in which the fabric roof cover may begin to separate from its retainer bracket near the top edge of the windshield. When the vehicle reaches speeds of approximately 100 mph (161 km/h) or greater, the roof cover could begin to pull away from the retainer bracket and, depending on the speed of the vehicle and duration at that speed, could tear to the rear glass. If this were to occur, the headliner would remain intact and the roof cover would not separate from the vehicle.

CORRECTION

Dealers are to install a new design retainer bracket.

VEHICLES INVOLVED

Involved are certain 2008 and 2009 model year Chevrolet Corvette manual or power roof convertible vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2008	Chevrolet	Corvette	85117774	85135284
2009	Chevrolet	Corvette	95100002	95112678

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the General Motors Inquiry System (GMVIS). Not all vehicles within the above breakpoints may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided through the applicable system listed below. Dealers will not have a report available if they have no involved vehicles currently assigned.

- US and Canadian dealers/retailers – GM GlobalConnect Recall Reports
- Export dealers - sent directly to 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.

PARTS INFORMATION

Parts required to complete this program are to be obtained from General Motors Service and Parts Operations (GMSPO). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation,

parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/
20863581	Retainer Kit, F/Top Cvr #1 Bow	1

SERVICE PROCEDURE

1. Unlatch and raise the folding top. 1649597
2. Remove the folding top seal compression panel (2) from the number one bow of the folding top. Do not discard the five screws (1) removed from the folding top seal compression panel.
3. Discard the folding top seal compression panel.

Caution: Do not over torque the five screws into the number one bow.

4. Install the new folding top seal compression panel to the number one bow of the folding top. Tighten the five screws to 6 N·m (60 lb in).
5. Lower and latch the folding top.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

CLAIM INFORMATION

Submit a Product Claim with the information indicated below:

Repair Performed

Part

Count

Part
No.
Parts
Allow CC-FC
Labor
Op
Labor
Hours
Folding Top Seal Compression Panel
(Retainer Kit) Replacement
1 --- * MA-96 V2035 0.2

Courtesy Transportation for vehicles within the New Vehicle Limited Warranties (US & Canadian GM Dealers)
N/A N/A N/A MA-96 ** N/A

* The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the retainer kit needed to complete the repair.

** Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual for vehicles within the New Vehicle Limited Warranties.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For 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.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

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, 2010.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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 dealership for service through May 31, 2010, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

April 2009

Dear General Motors Customer:

We have learned that your 2008 or 2009 model year Chevrolet Corvette manual or power roof convertible vehicle may have a condition in which the fabric roof cover may begin to separate from its retainer bracket near the top edge of the windshield. When the vehicle reaches speeds of approximately

100 mph (161 km/h) or greater, the roof cover could begin to pull away from the retainer bracket and, depending on the speed of the vehicle and duration at that speed, could tear to the rear glass. If this were to occur, the headliner would remain intact and the roof cover would not separate from the vehicle.

Your satisfaction with your Chevrolet Corvette is very important to us, so we are announcing a program to prevent this condition.

What We Will Do: Your Chevrolet dealer will install a new design retainer bracket. This service will be performed for you at no charge until May 31, 2010.

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.

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division Number Text Telephones (TTY)

Chevrolet 1-800-630-2438 1-800-833-2438

Guam 1-671-648-8450

Puerto Rico – English 1-800-496-9992

Puerto Rico – Español 1-800-496-9993

Virgin Islands 1-800-496-9994

Courtesy Transportation: If your vehicle is within the New Vehicle Limited

Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Corvette provides you many miles of enjoyable driving.

Scott Lawson
Director,
Customer and Relationship Services
Enclosure
08312

General Motors bulletins are intended for use by professional technicians, not a "do-it-yourselfer". They are written to inform those 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 equipment, tools, 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 a General Motors dealer servicing your brand of General Motors vehicle for information on whether your vehicle may benefit from the information.

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Online URL:

<https://www.corvetteactioncenter.com/tech/knowledgebase/article/2008-2009-corvette-campaign-recall-convertible-roof-cover-separation-130.html>