



# IMPORTANT SAFETY RECALL

December 2014

This notice applies to your vehicle, **VIN:** \_\_\_\_\_.

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2010-2012 model year Chevrolet Colorado and GMC Canyon vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 113, requiring a secondary hood latch. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in safety recall 12319.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

General Motors recently discovered a data system issue which may have caused some current owners of vehicles -- that were originally purchased by fleet buyers in the U.S. and Canada -- to not receive certain recall communications from GM. This issue may have prevented prior letters concerning this recall from reaching you, which is why you are receiving this letter. We have corrected our data system and apologize for any delay in providing this letter to you.

In cooperation with the National Highway Traffic Safety Administration (NHTSA) we recommend that you check your vehicle identification number periodically at the GM recall website (<https://recalls.gm.com>) or at NHTSA's website (<https://vinrcl.safercar.gov/vin/>), where you can find the most up-to-date recall information for your vehicle.

### Why is your vehicle being recalled?

Your vehicle may have been assembled with a hood that was missing the secondary hood latch. If the primary hood latch is not engaged and the secondary hood latch is not present, the hood could open unexpectedly. If this occurs while the vehicle was in motion, the hood could contact the windshield, reducing the forward vision area of the driver and a crash could occur.

### What will we do?

Your GM dealer will inspect for the presence of the secondary hood latch. Very few vehicles will be missing the latch; however, if it is missing, your dealer will install a new hood. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of 15 minutes. If the hood requires replacement, an additional 6 hours and 55 minutes will be required.

Since the inspection can be performed easily, and to reduce your inconvenience, we have included the inspection procedure with this letter. If you desire, however, your dealer will perform the inspection at **no charge**.

If you perform the inspection and the hood latch is present, please complete the enclosed prepaid response form and return it to us in the mail. We will close the recall.

If the hood latch is not present, please contact your dealer as soon as possible and schedule an appointment to have the hood replaced.

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 Manual and your dealer for details on courtesy transportation.

**What should you do?**

If you would like your GM dealer to perform the inspection, or if you have performed the inspection and the secondary hood latch is missing, you should contact your dealer to arrange a service appointment as soon as possible.

**Do you have questions?**

If you have 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
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 12V594.

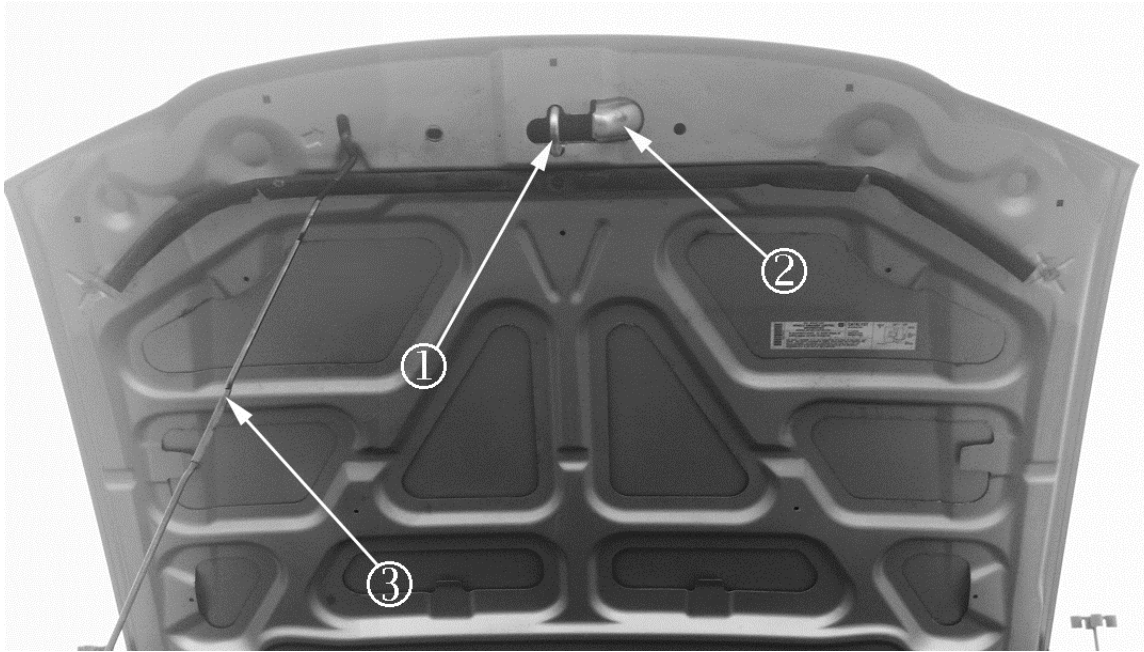
Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



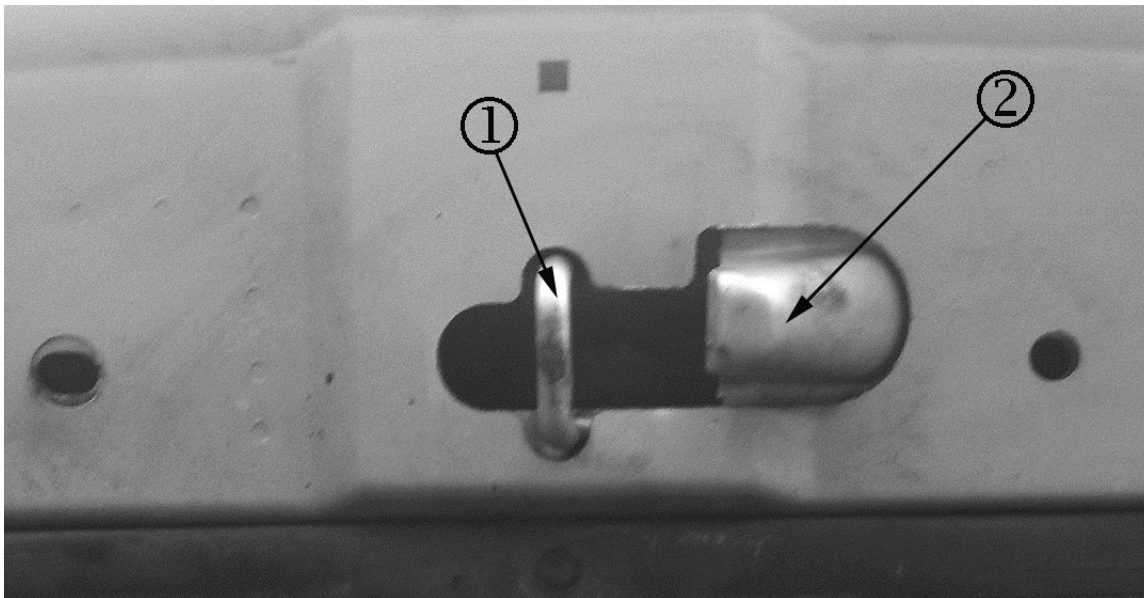
Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

## Secondary Hood Latch Inspection Procedure

1. Lift the vehicle hood.



2. Release the hood prop from its retainer and put the hood prop into the slot in the hood (3).
3. Locate the primary (1) and secondary (2) hood latches. Refer to the illustration above.



4. Determine if the hood is assembled with a secondary latch (2).
  - If the vehicle hood is assembled with a secondary latch, no further action is required. Close the hood by lifting the hood to relieve pressure on the hood prop. Remove the hood prop from the slot in the hood and return the prop to its retainer. Lower the hood 25 to 30 cm (10 to 12 in) above the vehicle and release it to latch fully. Check to make sure the hood is closed and repeat the procedure if necessary. Complete the enclosed reply form and return it to us. We will close the recall.

**If the vehicle hood is NOT assembled with a secondary latch, contact your dealer as soon as possible and schedule an appointment to have the hood replaced.** Close the hood by lifting the hood to relieve pressure on the hood prop. Remove the hood prop from the slot in the hood and return the prop to its retainer. Lower the hood 25 to 30 cm (10 to 12 in) above the vehicle and release it to latch fully. Check to make sure the hood is closed and repeat the procedure if necessary.