

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



IMPORTANT SAFETY RECALL

January 2016

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

Dear General Motors Customer:

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

General Motors has decided that certain 2016 model year Chevrolet Colorado and GMC Canyon vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 201, "Occupant protection in interior impact." 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 GM recall 16370.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.
- **Until your vehicle is repaired, avoid storing items in the front floor console compartment, as they could be expelled into the passenger compartment during a collision, increasing the risk of occupant injury.**

Why is your vehicle being recalled?

The console-compartment door latch assembly does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 201, "Occupant protection in interior impact." The supplier of these latch assemblies may have produced assemblies using the wrong latch spring, and that latch spring could fail to hold the console-compartment door closed during the test procedures specified in Section 5.3 of FMVSS 201. The console-compartment door may not remain closed in a crash, increasing the risk of occupant injury.

What will we do?

Your GM dealer will replace the floor console armrest latch assembly. 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 service correction time of approximately 25 minutes.

What should you do?

You should contact your GM 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	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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 15V807.

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

GM Recall #16370