

Dear Chevrolet Customer,

This notice is sent to inform you that Chevrolet is conducting a customer satisfaction program on certain MY 2012/2013 Chevrolet Colorado vehicles.

We have learned that on some involved vehicles, a squeaking or creaking noise may be heard from the front suspension during driving.

Your satisfaction is very important to us. We therefore, would like to announce this program to prevent this condition or, if it has occurred, to fix it.

According to our records, you own a vehicle which is subjected to this customer satisfaction program. We hereby request you to visit your nearby authorized dealer and/or service center to have your vehicle immediately inspected for the Front shock absorber condition and correction.

Please contact your authorized dealer and/or service center to schedule an appointment for this program. Service instructions have already been sent to your authorized dealer and/or service center and this service can be completed in 2 hours under service appointment.

If you have any questions or concerns, please feel free to contact your Chevrolet Customer Relations Department at -----.

We apologize for inconvenience.

Sincerely,

[Put you company name]