

December 2015

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

Dear General Motors Customer:

As the owner of a 2004-2009 model year Cadillac XLR, or 2005-2016 model year Chevrolet Corvette, or 2011-2014 model year Cadillac CTS vehicle, or 2014-2016 model year Cadillac ELR your safety and satisfaction with our product is very important to us.

We are contacting you to bring to your attention features that are also covered in your vehicle's Owner Manual.

In situations where your vehicle side doors will not open from **INSIDE** the vehicle due to low or no battery voltage, such as a discharged or disconnected battery, or if the vehicle is entered without the key fob or the fob is not working, the driver and passenger side doors can be opened from the inside of the vehicle by using the manual release levers located on the floor between the seats and the door openings. Figure 1 on the enclosure shows the location of the left side manual release lever and Figure 2 shows the location of the right side manual release lever. A 2016 model year Chevrolet Corvette is shown, but your vehicle uses similar release levers.

Similarly, in situations where your vehicle side doors will not open from **OUTSIDE** the vehicle due to low or no battery voltage, such as a discharged or disconnected battery, or if the key fob is not working, the left side vehicle door can still be opened from the outside. Please see your Owner Manual to review how to open the trunk using your key to open the lock located in the rear of the vehicle. After the trunk is opened, pull the manual door release tab located in the trunk to open the left side door.

If you have any 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)
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We hope your GM vehicle provides you with many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
15521

Figure 1 – Left Hand Side

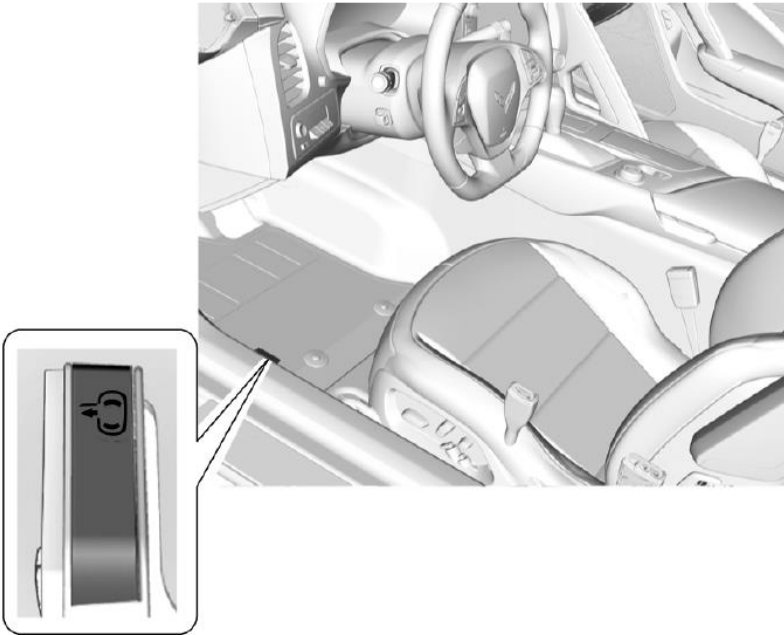
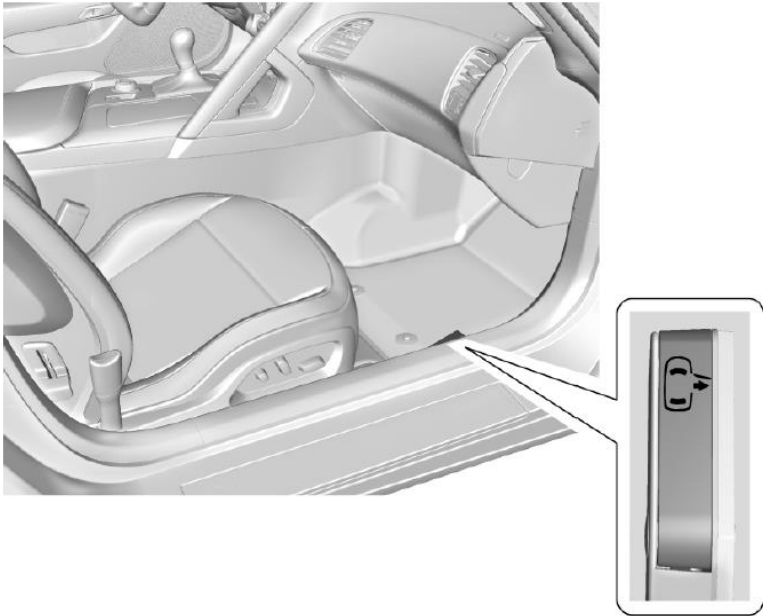


Figure 2 – Right Hand Side



GM CUSTOMER CARE AND AFTERSALES
DCS3860
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 1, 2015

Subject: 15521 - Customer Advisory Letter
Side Door Release Operation

Models: 2004-2009 Cadillac XLR
2005-2016 Chevrolet Corvette
2011-2014 Cadillac CTS Coupe
2014-2016 Cadillac ELR

To: All GM Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New and Used Vehicle Sales
Manager, and Warranty Administrator

General Motors is releasing Customer Advisory Letter 15521 in phases beginning 12/10/2015. Please see the attached letter for details.

In correlation with this Customer Advisory Letter, a Web-based training course will be required for **ALL** Cadillac and Chevrolet Sales Consultants, Sales Managers, Service Consultants, Service Managers, and Field staff beginning Q1 2016 via the GM Center of Learning.

While this is required training for Q1 2016, it is recommended that you view this course as soon as it becomes available. The course can be accessed under Course ID # SPTMR.015-0D which will be available early December, 2015.

Course Name:
Manual Door Release Safety Course

Course Number:
SPTMR.015-0D

Overview:
This course provides an overview of the importance of understanding and explaining the manual door release function to customers. The course shares key standard features and details on where Sales Consultants can find resource materials to learn more about manual door release.

Objectives:

Upon completion of this course, the participant will be able to:

- Identify the importance of informing customers about the manual door release feature.
- Identify what vehicles include this feature.
- Determine where to go for further information on the manual door release.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES