



Bulletin No.: 15116  
Date: November 2015

# Program Bulletin

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Hood Striker Corrosion / Fracture

**MODELS:** 2015-2016 Chevrolet Colorado  
2015-2016 GMC Canyon

.....  
THIS PROGRAM IS IN EFFECT UNTIL DECEMBER 31, 2017.  
.....

### CONDITION

**Certain** 2015 and 2016 model year Chevrolet Colorado and GMC Canyon model vehicles may have been built with a hood striker that may fracture over time from corrosion. During an extended durability test, the hood striker failed to retain the hood in a closed position. If the hood is not retained in a closed and locked position, the hood may open while the vehicle is being operated, which may block the driver's vision, potentially increasing the risk of a crash.

### CORRECTION

Dealers are to replace the original hood striker with a revised assembly.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

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 to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

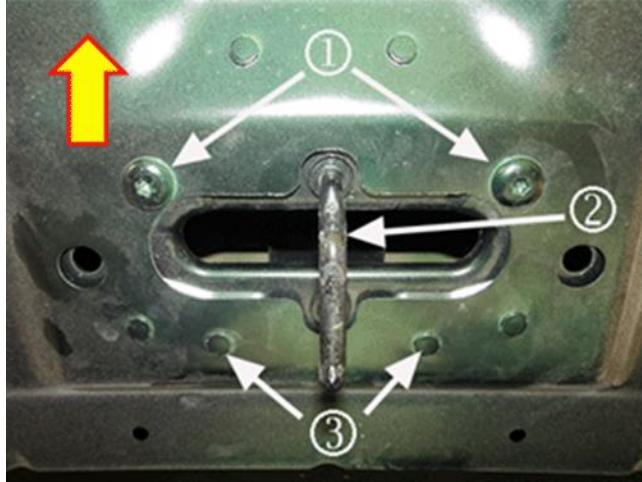
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

### PART INFORMATION

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your "involved vehicles listing" before ordering parts. This part will be on Order Writing control initially and all DRO's (Daily Replenishment Orders) will cancel. Dealers can place orders CSO (Customer Special Order). In emergency situations, a dealer should place a SPAC case and the orders will be processed in the order received.

Part Number	Description	Quantity/Vehicle
23390992	Striker Kit, Hood (GMC)	1
23390993	Striker Kit, Hood (Chevrolet)	1

### SERVICE PROCEDURE



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#### Key to Call-outs Noted Above

- (1) Forward screws
- (2) Stationary hood striker
- (3) Rear, inboard hood clinches

1. Open the hood and verify components noted above.



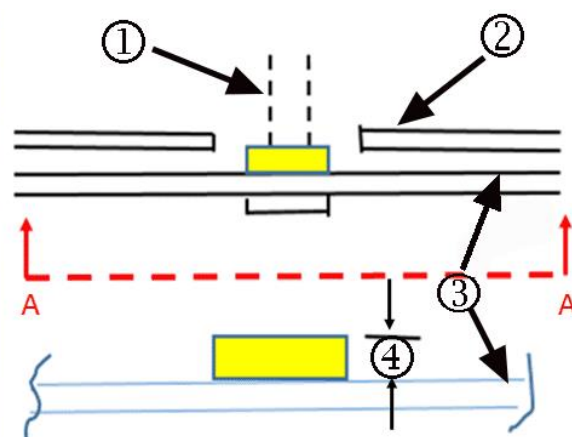
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2. To protect paint/plastic from grinding sparks, cover the fender tops and upper engine compartment with cardboard or blankets.



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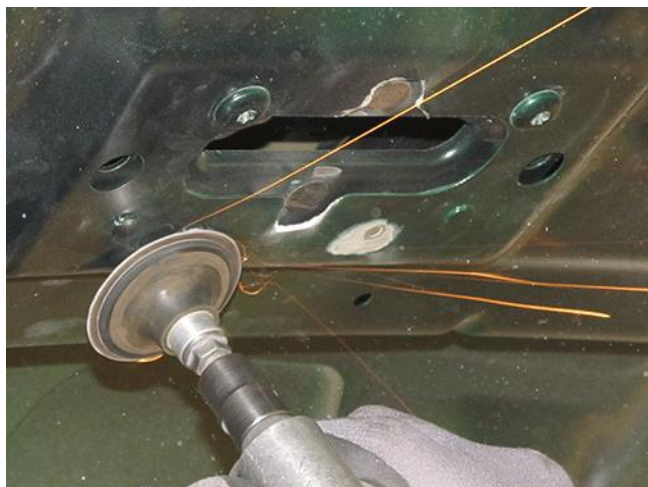
3. Using a small grinding wheel, completely remove the stationary hood striker.



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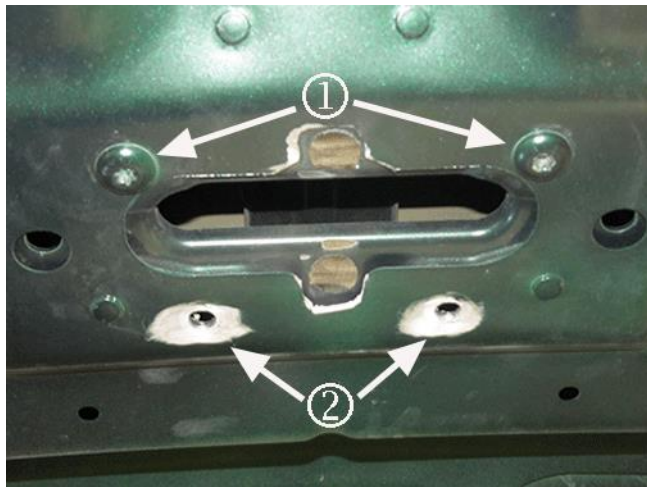
**Important:** When grinding is complete, use a height gage to ensure the remaining striker nub (shown in yellow above) height is no taller than 1.5 mm (0.060 in) (4) above the base metal reinforcement (3).

4. After removal of the striker (1), use a grinding wheel or belt sander to grind down the remaining striker nubs. The nubs should be shorter than the hood inner surface (2) and stand a maximum height of 1.5 mm (0.060 in) above the base metal reinforcement (3).



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5. As shown in the graphic above, grind flush the two inboard, rear clinches,



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**Important:** After drilling, flatten or remove any burrs inside the drilled holes.

6. Once these clinches are ground, two small holes will be exposed. Using an 8 mm drill bit, carefully drill out these two rear holes (2), until through the layer of metal.
7. Remove the two forward screws (1), shown above.
8. Prior to applying the corrosion protection, position the new striker plate to the hood to ensure the new drilled holes align with the holes in the plate. In some cases, you may need to open up a drilled hole on one side or the other, to allow for alignment of the new plate.



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9. Using a catalyzed primer\*, apply corrosion protection to any ground areas and all new holes.

**\*Note:** Refer to the 2014 GM Approved Refinish Materials booklet (GMW-15406) for specific products. To access the booklet, go to [www.genuinegmparts.com](http://www.genuinegmparts.com). Click on Collision Repair. From this page, Click on Paint Shop. Select 2014 GM Approved Refinish Materials. In Canada, the GM Approved Refinish Materials Booklet is also available in GM GlobalConnect by choosing LIBRARY, SERVICE and then PAINT SHOP.



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10. Position the new striker plate to the hood and loosely install the two forward screws.



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**Tip:** Applying tape (sticky side out), or a similar adhesive, to your finger may help with holding the nut in position in the hood opening.

11. Carefully place a new nut (washer side down) inside the hood opening, over the previously drilled hole. Install and hand tighten the new bolt.
12. Repeat the nut/bolt installation at the second drilled location.



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**Note:** To achieve torque in some cases, use of a 3 inch C-clamp, or other suitable tool, may be needed to hold the nut while tightening the bolts.

13. Tighten both bolts to a torque of 9 N·m (80 lb in).
14. Fully tighten the forward screws to a torque of 9 N·m (80 lb in).
15. Remove the fender and engine compartment protection.

Though alignment is usually not necessary, inspect hood latch for proper alignment. If adjustment is necessary, refer to the proper *Hood Adjustment* procedure in SI.

#### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
9101683	Hood Striker Kit Installation	0.5

#### 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, from this time forward.

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

#### 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 December 31, 2016.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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 facility for service through December 31, 2017 you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



December 2015

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

Dear General Motors Customer:

We have learned that your 2015 or 2016 model year Chevrolet Colorado or GMC Canyon may have been built with a hood striker that may fracture over time from corrosion. During an extended durability test the hood striker failed to retain the hood in a closed position. If the hood is not retained in a closed and locked position, the hood may open while the vehicle is being operated, which may block the driver's vision, potentially increasing the risk of a crash

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will replace the hood striker with a revised assembly. This service will be performed for you at **no charge until December 31, 2017**. After that, any applicable warranty will apply.

**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.

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)
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	
GM Medium Duty Truck	1-800-862-4389	

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 GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

GM CUSTOMER CARE AND AFTERSALES  
DCS3857  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 25, 2015

Subject: 15116 - Customer Satisfaction Program  
Hood Striker Corrosion / Fracture - Corrected

Models: 2015-2016 Chevrolet Colorado  
2015 2016 GMC Canyon

To: All Chevrolet and GMC Dealers

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

The 2015 and 2016 model years should have been indicated in the earlier message.

General Motors is releasing Customer Satisfaction Program 15116 today. The total number of U.S. vehicles involved is approximately 63,036. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on December 9, 2015.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated November 26, 2015. A list of involved vehicles in dealer inventory is attached to this message.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available December 2, 2015.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES