



15521 - Customer Advisory Letter - Side Door Release Operation - Phase 2 Mailing

Updated Date: Apr 26, 2016 7:45 ET

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS4008

URGENT - DISTRIBUTE IMMEDIATELY

Date: April 26, 2016

Subject: 15521 - Customer Advisory Letter - Phase 2 Mailing
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

On December 1, 2015, all GM dealers were advised via GM GlobalConnect message GCUS-3-368 that Customer Advisory Letter 15521 would be mailed in phases. Phase 1 has been completed; the second and final phase mailing will begin May 9, 2016.

A copy of the letter is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

 [15521 Customer Advisory Letter Phase 2.pdf](#)

About this Alert

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Contact : loren.rusk@gm.com

May 2016

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

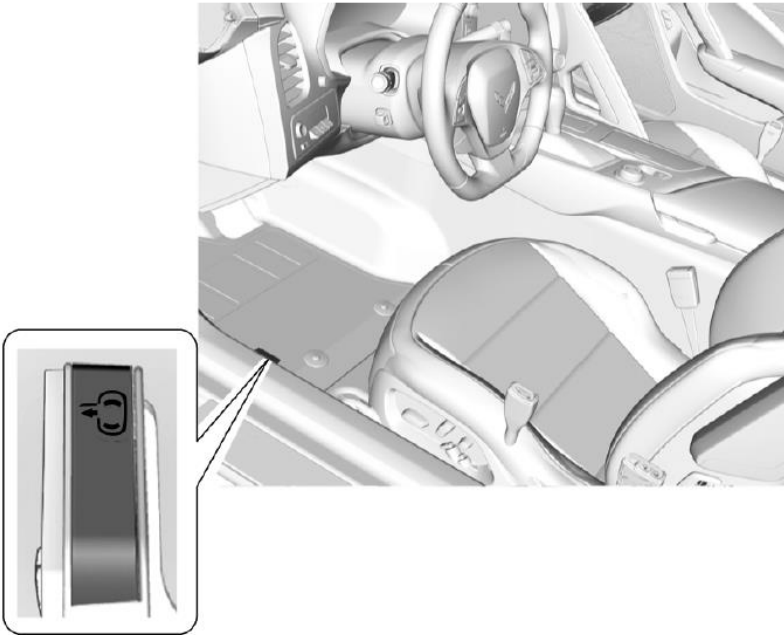


Figure 2 – Right Hand Side

