

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4069
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 10, 2016

Subject: 27620 - Customer Satisfaction Program
Incorrect Trailer Hitch

Models: 2015-2016 Chevrolet Colorado
2015-2016 GMC Canyon
Equipped with Heavy-Duty Trailering Package (RPO Z82)

To: All Chevrolet and GMC Dealers

General Motors is releasing Customer Satisfaction Program 27620 today. The total number of U.S. vehicles involved is approximately 106,140. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on June 27, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 11, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

27620 Incorrect Trailer Hitch



Reference Number: N162027620
GWM Number: 2027620

Release Date: June 2016
Revision: 00

Attention: This program is in effect until June 30, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2015	2016	Z82	Heavy-Duty Trailering Package
GMC	Canyon	2015	2016	Z82	Heavy-Duty Trailering Package

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2015-2016 model year Chevrolet Colorado and GMC Canyon vehicles, equipped with heavy-duty trailering package (RPO Z82), which includes a trailer hitch rated at 7,000 lb, may have been built with a 3,500 lb trailer hitch. If a 3,500 lb trailer hitch is used to tow more than 3,500 lb, cracks could develop at the hitch. Over time these cracks could potentially spread and fatigue the hitch. If the vehicle is being operated with a trailered load, a fatigued trailer hitch could allow the trailer to separate from the tow vehicle.
Correction	Inspect for the presence of a heavy-duty trailer hitch and, if necessary, install a new hitch.

Parts

Quantity	Part Name	Part No.
1 If Req'd	Platform-Trailer Hitch	84007529
8 If Req'd	Bolt	11561075

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type
9102215	Inspect Only - No Repair Needed	0.2	ZFAT
	Add: Trailer Hitch Replacement	0.9	

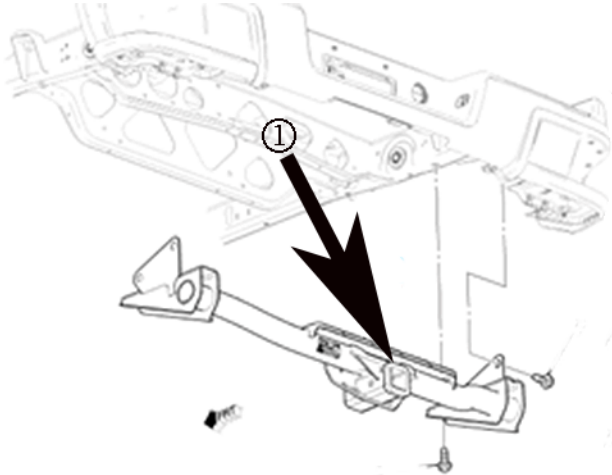
Customer Satisfaction Program

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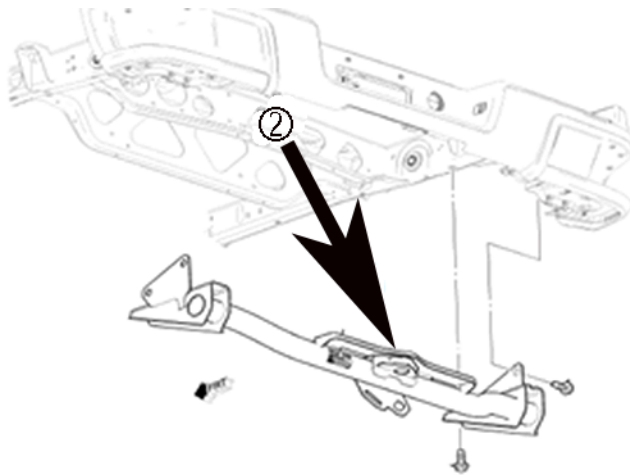
Service Procedure

1. Verify the vehicle is equipped with the square receiver type hitch that hangs below the bumper (1). The incorrect non-receiver type hitch (2) is not visible from the outside of the vehicle, it is hidden by the bumper.



4507956

Correct receiver type hitch



4507958

Incorrect non-receiver type hitch

2. If the vehicle is equipped with the incorrect hitch (2), replace the hitch. Refer to *Trailer Hitch Platform Replacement* in SI.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through June 30, 2018. 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

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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 June 30, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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 recall 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 recall.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

Customer Satisfaction Program

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June 2016

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

Dear General Motors Customer:

We have learned that your 2015-2016 model year Chevrolet Colorado or GMC Canyon equipped with heavy-duty trailering package, which includes a trailer hitch rated at 7,000 lb, may have been built with a 3,500 lb trailer hitch. If a 3,500 lb trailer hitch is used to tow more than 3,500 lb, cracks could develop at the hitch. Over time these cracks could potentially spread and fatigue the hitch. If the vehicle is being operated with a trailered load, a fatigued trailer hitch could allow the trailer to separate from the tow vehicle.

Your satisfaction with your Colorado or Canyon 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 inspect for the presence of the heavy-duty trailer hitch and, if necessary, install a new hitch. This service will be performed for you at **no charge until June 30, 2018**. 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	1-800-630-2438	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	

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

27620