

# Customer Satisfaction Program

## 45820 Incorrect Floor Console Armrest Latch



**Reference Number:** N16204582

**Release Date:** June 2016

**GWM Number:** 2040582

**Revision:** 00

**Attention:** All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

In receiving service for the condition covered by GM recall number 16370, some of these vehicles may have received a replacement latch that is incorrect for the vehicle.

**This program is in effect until June 30, 2018.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2016	2016		
GMC	Canyon	2016	2016		

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.

<b>Condition</b>	Certain 2016 model year Chevrolet Colorado and GMC Canyon vehicles, may have a condition in which the console-compartment door latch assembly may not hold the compartment door closed tightly enough causing a possible "rattle" noise. In receiving service for the condition covered by GM recall number 16370, some of these vehicles may have received a replacement latch that is incorrect for the vehicle.
<b>Correction</b>	Inspect and if necessary, replace the floor console compartment lid latch.

### Parts

Quantity	Part Name	Part No.
1	Front Floor Console Compartment Door Latch	23385780

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102326	Inspect Front Floor Console Armrest Latch - No Further Action Required	0.2	ZFAT	N/A
9102327	Front Floor Console Armrest Latch Replacement	0.2	ZFAT	N/A

### Service Procedure



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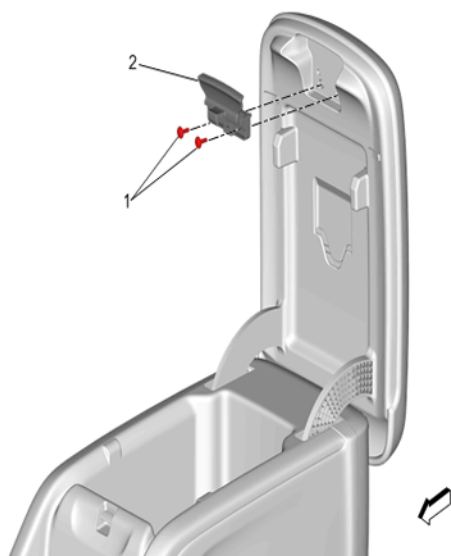
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**Note:** The correct front floor console compartment door latch will have two grooves on the hook. The incorrect front floor console compartment door latch hook will be smooth.

1. Verify the vehicle has the correct front floor console compartment door latch installed.
  - If the vehicle has the correct front floor console compartment door latch installed, no further action is required.
  - If the vehicle does NOT have the correct front floor console compartment door latch installed, proceed to step



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2. Replace the front floor console compartment door latch (2). Refer to *Front Floor Console Compartment Door Latch 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 program must be held and inspected/repared 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, 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 dealer 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. Recall 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 dealership 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 Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared 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.

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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 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 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.

**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 program 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.



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July 2016

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

Dear General Motors Customer:

We have learned that your 2016 model year Chevrolet Colorado or GMC Canyon may have a condition where the console-compartment door latch assembly may not hold the compartment door closed tightly enough causing a possible "rattle" noise. In receiving service for the condition covered by previous GM recall number 16370, your vehicle may have received an incorrect replacement latch.

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 inspect the console lid latch and replace it if necessary. This service will be performed for you at **no charge until July 31, 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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 provides you many miles of enjoyable driving.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

45820

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4085  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 24, 2016

Subject: 45820 - Customer Satisfaction Program and 45821 – Service Update  
Incorrect Floor Console Armrest Latch and Goodwill for Repeat Floor  
Console Lid Latch Repair

Models: 2016 Chevrolet Colorado  
2016 GMC Canyon

To: All Chevrolet and GMC Dealers

General Motors is releasing Customer Satisfaction Program 45820 today. The total number of U.S. vehicles involved is approximately 497. Please see the attached bulletin for details.

General Motors is also releasing Service Update Bulletin 45821 today. The goodwill offer described in this bulletin should be presented to the involved customer when they pick up their vehicle after having Customer Satisfaction Program 45820 performed on the vehicle.

**Customer Letter Mailing**

The customer letter mailing will begin in the near future.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 28, 2016. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS