

Service Update

45821 Goodwill for Repeat Floor Console Lid Latch Repair



Reference Number: N16204582
GWM Number: 2040582

Release Date: November 2016
Revision: 01

Revision Description: This bulletin is being revised to clarify the processing instructions in the Warranty Information section and to update the OnStar plan name. Please discard all previous copies of bulletin 45821.

Attention: This bulletin expires June 30, 2017.

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.

Purpose	<p>The purpose of this service update is to provide the customer with a goodwill gift to offset customer inconvenience, restore confidence in GM, and maintain loyalty to GM. The vehicles involved in this service update have previously had the console lid latch replaced under GM recall 16370. Some of these vehicles may have received a replacement latch that is incorrect for the vehicle. These customers are now being asked to bring their vehicle back in for the correct latch under Customer Satisfaction Program 45820. For their inconvenience, dealers are to offer the customer a selection of one of the available goodwill tools listed in this bulletin. Because each customer has unique preferences, please offer all of the options found in this bulletin to the customer and allow them to select the one that best suits their situation.</p> <p>Please note that not all vehicles in Noncompliance Recall 16370 have had an incorrect console lid latch repair, and so they may not be included in this service update. 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.</p>
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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102335	GM Licensed Accessories Selected by Customer	0.1	ZFAT	*
9102380	OnStar Calling Minutes Selected by Customer	0.1	ZFAT	N/A
9102385	OnStar 1 Year Guidance Plan Extension or Subscription	0.1	ZFAT	N/A
9102382	Tire and Wheel 48 Month Protection Plan	0.1	ZFAT	N/A

* If the customer chooses the GM Licensed Accessories option, handle the transaction on the spot. Do not engage the Dealer Aftersales Empowerment portal for this goodwill choice. The amount identified in Net Item should be the total of the GM Licensed accessories that the customer has selected, not to exceed a sum total \$250.00. Enter the description of the accessories in the “Additional Information” field of the warranty transaction. **In Canada** no net item is allowed.

If the customer chooses either of the OnStar options or the 48 month Tire & Wheel Protection Plan, submit a Goodwill Request via the Dealer Aftersales Empowerment Portal located in the Service Workbench in GlobalConnect. In the business case of the request, enter “Service Update 45821”. **Canada Dealer Instructions – Refer to CANADA GOODWILL OPTIONS Section.** After submitting the email for the Goodwill Request, submit labor operation 9102335 as shown in the table above to close this service update.

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U.S. GOODWILL OPTIONS

Note: Involved customers are to choose only ONE of the applicable options below.

For dealers who are not familiar with the Dealer Empowerment process, training is available on the Center of Learning application; Course Number: VWGDE.013D-0D; Course Name: An Introduction to the Dealer Aftersales Empowerment Portal

Questions pertaining to Dealer Aftersales Empowerment Goodwill options should be directed to your dealership's Customer Experience Manager (CEM), or your GM District Manager – Aftersales (DMA).

Goodwill Option	Description
\$250 GM Accessory Certificate	Valid for up to \$250 towards GM Genuine Accessories on a one-time purchase from a GM Dealer. Note: <i>This offer has no cash value.</i>
OnStar 500 Calling Minutes*	Calling minutes will be added to the OnStar account.
OnStar 1 Year Subscription	An OnStar subscription will be extended or activated.
GM Divisional Tire and Wheel Protection Plan	A complimentary 48 month plan, which covers repair or replacement of tires/wheels due to covered road hazards (includes mounting, balancing, and disposal fees) and emergency road service.

*Must have an active OnStar Subscription.

CANADA GOODWILL OPTIONS

Note: For Canada there is one Goodwill Option as noted below.

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service under Customer Satisfaction Program 45820, dealers are to offer the customer goodwill in the form of a \$250 Certified Service Card as described in this bulletin until June 30, 2017.

Canada Dealer Instructions

All requests for Certified Service Cards in relation to this bulletin should be sent via email to dealergoodwill@cc.gm.ca. Please include "45821 Goodwill for Repeat Console Lid Latch Repair" in the subject line. Upon receipt of the request, the Customer Care Centre will fulfill and send the goodwill directly to the customer. **No further action will be required from the dealer once the email is sent.**

Goodwill	Description
\$250 Certified Service Card	The certified service card issued to the customer is valid for up to \$250 towards service or accessories. The Certified Service Card must be redeemed within 1 year of issuance.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service under Customer Satisfaction Program 45820, dealers are to offer the customer goodwill as described in this bulletin until June 30, 2017.

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.



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Date: November 14, 2016

Subject: 45821 01 – Service Update
Goodwill for Repeat Floor Console Lid Latch Repair
Revised Warranty Information

Models: 2016 Chevrolet Colorado
2016 GMC Canyon

To: All General Motors Dealers

This bulletin is being revised to clarify the processing instructions in the Warranty Information section, and to update the OnStar plan name. Please discard all previous copies of bulletin 45821.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS