

July 2016

<CustomerName>
<CustomerAddress>

This notice applies to your vehicle, **VIN: <VIN>**.

Dear <CustomerName>:

We have learned that your <Year> model year <VINDivisionName> <Vehicle_Name> may have 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, some vehicles may have received a replacement latch that is incorrect for this application.

Your satisfaction with your <Vehicle_Name> 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 <DIV_DLR> 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 <DIV_DLR> 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 <VINDivisionName> Customer Assistance Center at <DivCACPhone>.

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 <VINDivisionName> <Vehicle_Name> provides you with many miles of enjoyable driving.

<Inch_closing>

45820

GM CUSTOMER CARE AND AFTERSALES
DCS4110
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 13, 2016

Subject: 45820 - Customer Satisfaction Program
Incorrect Floor Console Armrest Latch Repeat Repair
Customer Letter Mailing

Models: 2016 Chevrolet Colorado
2016 GMC Canyon

To: All Chevrolet and GMC Dealers

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

This communication is to notify you of the letter mailing for Customer Satisfaction Program 45820.

Customer Letter Mailing

The customer letter mailing began today July 13, 2016.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS