

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6390  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 4, 2023

Subject: N222387770 - Customer Satisfaction Program  
Incorrect Fuel Economy Information

Models: 2022 Chevrolet Colorado

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222387770 today. The total number of U.S. vehicles involved is approximately 345. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing began on January 2, 2023.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated January 4, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N222387770 Incorrect Fuel Economy Information



Release Date: January 2023

Revision: 00

**Attention:** This program is in effect until January 31, 2025.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2022	2022		

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 2022 model year Chevrolet Colorado vehicles may have a window label with the truck's fuel economy understated due to a printing error. The corrected label's shown below lists the vehicle's actual fuel economy which is significantly better.
<b>Correction</b>	Corrected fuel economy labels are being mailed to customers of record. Dealers are to print the fuel economy label and place it in the owner's glovebox. For vehicles in dealer inventory or if you have a customer that has lost, ripped or destroyed a label and needs to replace it, dealers are to print the fuel economy label below and place it in the owner's glovebox.

### Parts

No parts are required for this repair. Labels have been mailed to customers of record.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106565	Print Fuel Economy Label	0.0	ZFAT	N/A

Submit \$20.00 administrative allowance in Net/Admin Allowance

### Service Procedure

Print the fuel economy label and place it in the owner's glovebox.

EPA DOT

Fuel Economy and Environment

Gasoline Vehicle

**Fuel Economy**

**19** MPG

combined city/hwy

17 city

24 highway

5.3 gallons per 100 miles

Small pickup trucks range from 17 to 26 MPG. The best vehicle rates 142 MPGe.

**You spend \$2,750**

**more in fuel costs over 5 years**

compared to the average new vehicle.

**Annual fuel cost**

**\$1,850**

**Fuel Economy & Greenhouse Gas Rating** (tailpipe only)

1 **4** 10 Best

This vehicle emits 465 grams CO<sub>2</sub> per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also create emissions; learn more at [fuelconomy.gov](http://fuelconomy.gov).

**Smog Rating** (tailpipe only)

1 **6** 10 Best

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 27 MPG and costs \$6,500 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$2.35 per gallon. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

fuelconomy.gov

Smartphone QR Code

6213415

### 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

Copyright 2023 General Motors. All Rights Reserved.

Page 1 of 3

# Customer Satisfaction Program

## N222387770 Incorrect Fuel Economy Information



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 January 31, 2025. 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 January 31, 2025, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

### Customer Notification

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

---

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

## N222387770 Incorrect Fuel Economy Information



January 2023

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

Dear General Motors Customer:

We are writing to provide you a corrected fuel economy label for your model year 2022 Chevrolet Colorado. Due to a printing error, the original window label understated your truck's fuel economy. The corrected label lists your truck's actual fuel economy, which is significantly better.

The original label on your vehicle incorrectly showed city / highway / combined EPA fuel economy miles per gallon figures of 16 / 18 / 17. Your truck's correct figures are respectively 17 / 24 / 19, as reflected in the enclosed, corrected label.

Please retain this corrected label with your original window label for future reference.

**What We Will Do:** General Motors is providing owners and lessees with a new window label containing the corrected EPA-estimated fuel economy.

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.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

Your satisfaction with your vehicle is very important to us and we want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Colorado provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

Enclosure  
N222387770