

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6667
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 7, 2023

Subject: N222389360 - Customer Satisfaction Program
Mislabelled Base Front Differential Housing Service Parts

Models: 2015-2022 Chevrolet Colorado
2015-2022 GMC Canyon

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222389360 today. The total number of U.S. vehicles involved is approximately 16. Please see the attached bulletin for details.

It is estimated that only 16 involved vehicles will require parts replaced. Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

Customer Letter Mailing

The customer letter mailing will begin on September 21, 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated September 7, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N222389360 Mislabeled Base Front Differential Carrier



Release Date: September 2023

Revision: 00

Attention: This program is in effect until September 30, 2025.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2015	2022		
GMC	Canyon				

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 2015-2022 model year Chevrolet Colorado and GMC Canyon vehicles, may have a 12mm diameter hole on the top surface of the front differential housing.
Correction	Dealers will inspect for the hole and if present, rebuild the front axle with proper housing.

Parts

Quantity	Part Name	Part No.
2	Oil-Gear	19352759 (US) 19352760 (CA) Obtain locally in compliance w/ GM spec GMW 16433
2	Front Drive Axle Inner Shaft Retaining Ring	23474671
2	Front Wheel Drive Shaft Nut	11609826
2	Front Wheel Drive Shaft Washer	15522089
1	Transfer Case Front Output Shaft Boot Clamp	84308104
10	Front Axle Housing Bolt	11546720
4	Exhaust Manifold Bolt	11547135
1	Front Wheel Driver Intermediate Shaft Housing Gasket	23471896
1	Front Drive Axle Clutch Shaft	84156082
1	Front Drive Axle Clutch Fork	23471871
1	Front Drive Axle Clutch Fork Inner Spring	23471876
1	Front Drive Axle Inner Shaft	85579602
1	Front Drive Axle Clutch Sleeve	23471875
1	Front Drive Axle Clutch Gear	84522876
1	Front Drive Axle Inner Shaft Retaining Ring	23471872
1	Front Drive Axle Clutch Shaft Thrust Washer	23495608
1	Front Drive Axle Clutch Shaft Thrust Washer	23495609
1	Front Drive Axle Inner Shaft Bearing Assembly	84572373
2	Front Drive Axle Inner Shaft Seal Assembly	23348300
1	Front Drive Axle Inner Shaft Bearing Assembly	23471881
1	Front Differential Assembly	23471889
1	Front Differential Drive Pinion Gear Kit	23471958
1	Front Differential Bearing Assembly	23471877
1	Front Differential Bearing Assembly	23471878
1	Front Differential Drive Pinion Gear Inner Bearing Assembly	23471879
1	Front Differential Drive Pinion Gear Outer Bearing Assembly	23471880
1	Front Differential Drive Pinion Gear Seal	84053573
1	Front Differential Carrier Assembly	85549947
1	Thread locking Adhesive	89021297 (US) 10953488 (CA) obtain locally in compliance

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		w/ GM spec GMW 6175M
1	Multi-Purpose Grease	19257121 (US) 19257122 (CA) obtain locally in compliance w/ GM spec GMW 18389
1	SHIM KIT-FRT DIFF DRV P/GR BRG	23471901*
1	SHIM KIT-FRT DIFF DRV P/GR BRG	23471902*
1	SHIM KIT-FRT DIFF DRV P/GR BRG	23471903*
1	SHIM KIT-FRT DIFF DRV P/GR BRG	23471904*
1	SHIM KIT-FRT DIFF DRV P/GR BRG	23471905*
1	SHIM KIT-FRT DIFF DRV P/GR BRG	23471906*
1	SHIM KIT-FRT DIFF DRV P/GR BRG	23471907*
1	SHIM KIT-FRT DIFF DRV P/GR BRG	23471908*
1	SHIM KIT-FRT DIFF DRV P/GR BRG	23471909*
1	SHIM KIT-FRT DIFF DRV P/GR BRG	23471910*
1	SHIM KIT-FRT DIFF DRV P/GR BRG	23471911*
1	SHIM KIT-FRT DIFF DRV P/GR BRG	23471912*
1	SHIM KIT-FRT DIFF BRG	23471910+
1	SHIM KIT-FRT DIFF BRG	23471911+
1	SHIM KIT-FRT DIFF BRG	23471912+
1	SHIM KIT-FRT DIFF BRG	23471913+
1	SHIM KIT-FRT DIFF BRG	23471914+
1	SHIM KIT-FRT DIFF BRG	23471915+
1	SHIM KIT-FRT DIFF BRG	23471916+
1	SHIM KIT-FRT DIFF BRG	23471917+
1	SHIM KIT-FRT DIFF BRG	23471918+
1	SHIM KIT-FRT DIFF BRG	23471919+
1	SHIM KIT-FRT DIFF BRG	23471920+
1	SHIM KIT-FRT DIFF BRG	23471921+
1	SHIM KIT-FRT DIFF BRG	23471922+
1	SHIM KIT-FRT DIFF BRG	23471923+
1	SHIM KIT-FRT DIFF BRG	23471924+
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1	SHIM KIT-FRT DIFF BRG	23471926+
1	SHIM KIT-FRT DIFF BRG	23471927+
1	SHIM KIT-FRT DIFF BRG	23471928+
1	SHIM KIT-FRT DIFF BRG	23471929+
1	SHIM KIT-FRT DIFF BRG	23471930+
1	SHIM KIT-FRT DIFF BRG	23471931+
1	SHIM KIT-FRT DIFF BRG	23471932+
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1	SHIM KIT-FRT DIFF BRG	23471935+
1	SHIM KIT-FRT DIFF BRG	23471945+
1	SHIM KIT-FRT DIFF BRG	23471946+
1	SHIM KIT-FRT DIFF BRG	23471947+
1	SHIM KIT-FRT DIFF BRG	23471948+
1	SHIM KIT-FRT DIFF BRG	23471949+

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which parts to order.

*Only one Pinion Gear Shim Kit will be needed which will be determined based upon measurements taken in the procedure.

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N222389360 Mislabeled Base Front Differential Carrier



+Only one Differential Shim Kit will be needed which will be determined based upon measurements taken in the procedure.

It is estimated that only 20 involved vehicles will require parts replaced. Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106819	Inspect Only – No Further Action Required	0.7	ZFAT	N/A
9106820	Replace the Front Axle Assembly	7.3	ZFAT	N/A
9106822	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9106823	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

* For USA & Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

**Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

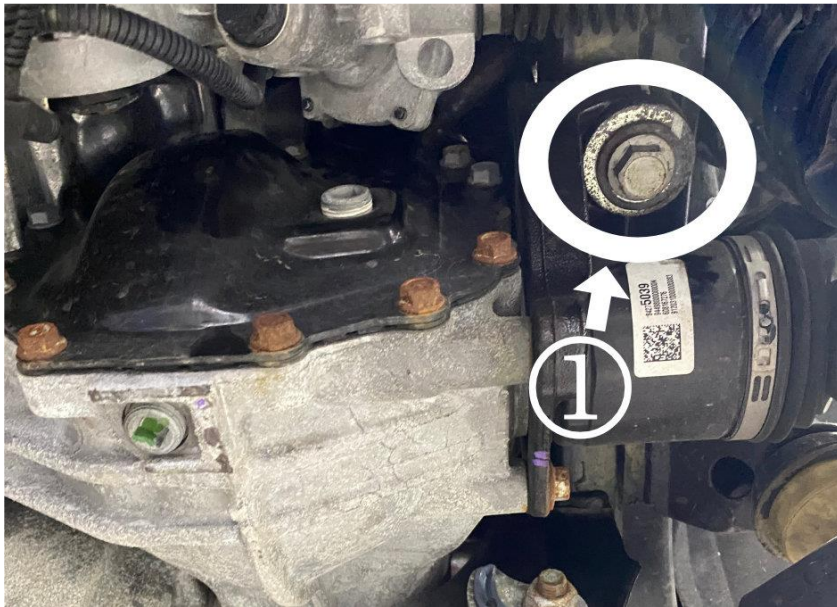
1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the driver side front wheel. Refer to *Tire and Wheel Removal and Installation* in SI.



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3. Support the axle with a suitable jack stand, as shown above.

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4. Remove the driver side Frame Rail Bolt (1).

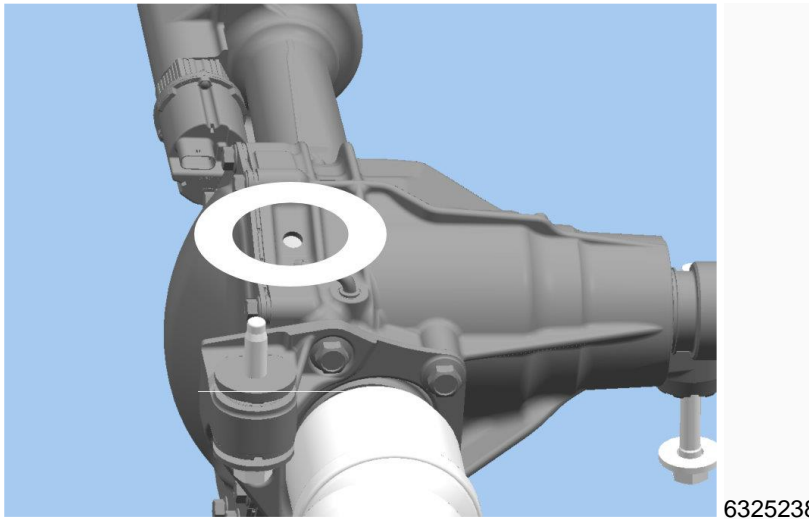


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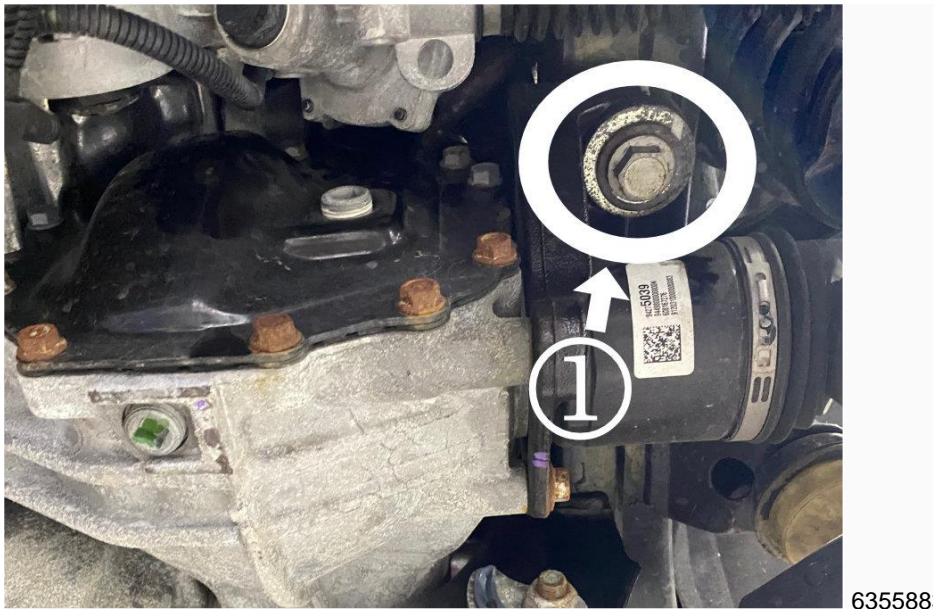
5. Lower the Front Differential Housing as shown above.

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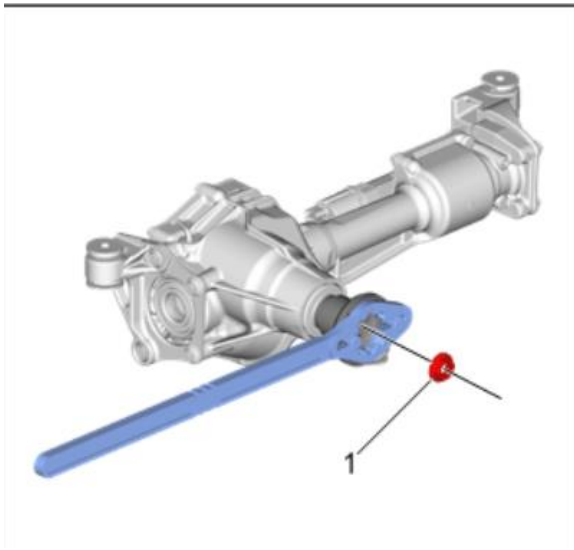
6. Inspect the top of the Front Differential Housing for a hole, as shown above.
 - If no hole is found, proceed to step 7.
 - If a hole is found, proceed to step 11.
7. Raise the Front Differential Housing into position.



8. Install and tighten the Frame Rail Bolt (1) to 160 Nm (118 lb ft).
9. Install the driver side front wheel. Refer to *Tire and Wheel Removal and Installation* in SI.
10. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI. No further action is required.
11. Remove the Front Axle and place on a suitable stand. Refer to *Front Axle Replacement (without ZR2)*.

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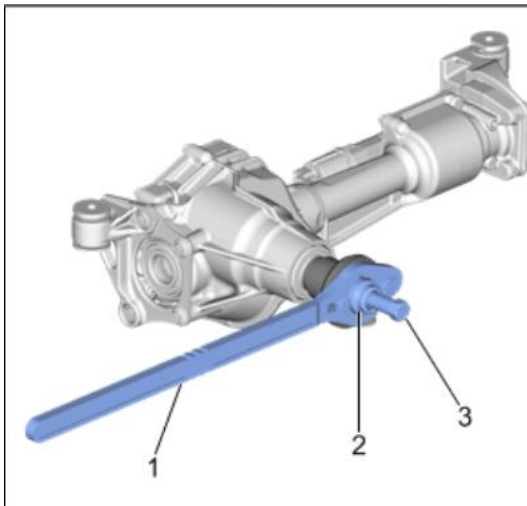


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12. Install the *J 8614-A* flange and pulley holding tool onto the pinion as shown.

Note: The Front Differential Drive Pinion Gear Nut is a single use part, however, retain the Front Differential Drive Pinion Gear Nut to aid in the reinstallation of the Pinion Yoke.

13. Remove the Front Differential Drive Pinion Gear Nut (1) while holding the *J 8614-A* flange and pulley holding tool.



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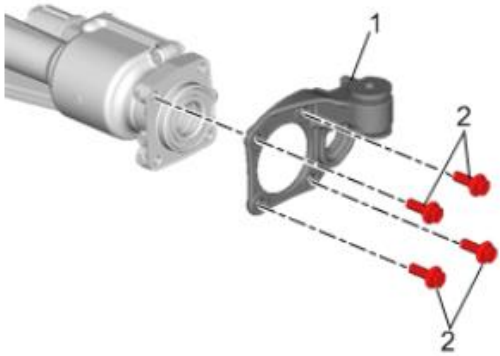
14. Install the *J 8614-2* (2) and the *J 8614-3* (3) into the *J 8614-A* flange and pulley holding tool (1) as shown.

15. Remove the pinion yoke by turning the *J 8614-3* (3) clockwise while holding the *J 8614-A* flange and pulley holding tool (1).

16. Be careful to avoid damage to the debris deflector. If deflector suffers major damage, the pinion yoke must be replaced.

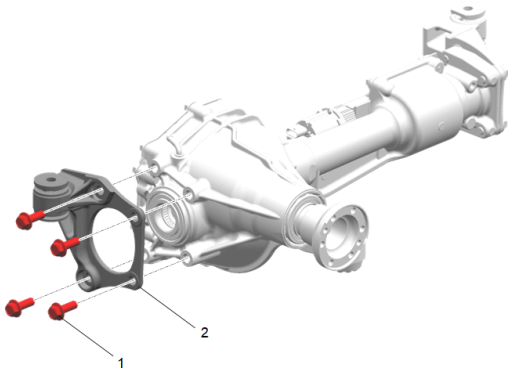
Customer Satisfaction Program

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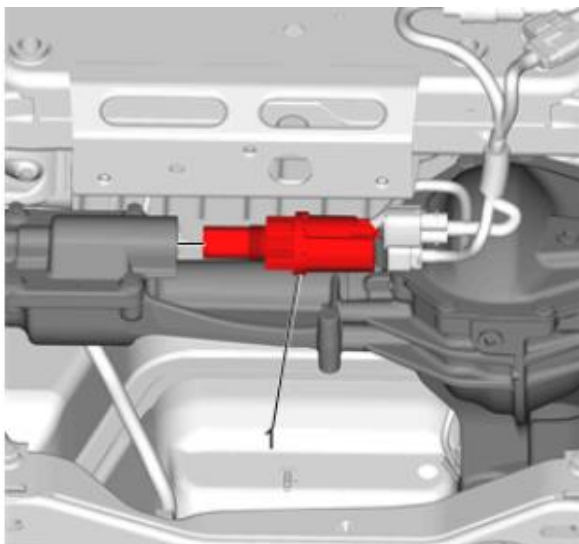
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- 17. Remove the bolts (2) mounting the Right Side Mounting Bracket (1) to the intermediate shaft housing.
- 18. Remove the Right Side Mounting Bracket (1).



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- 19. Remove the bolts (1) mounting the Mounting Bracket to the housing.
- 20. Remove the Mounting Bracket (2).

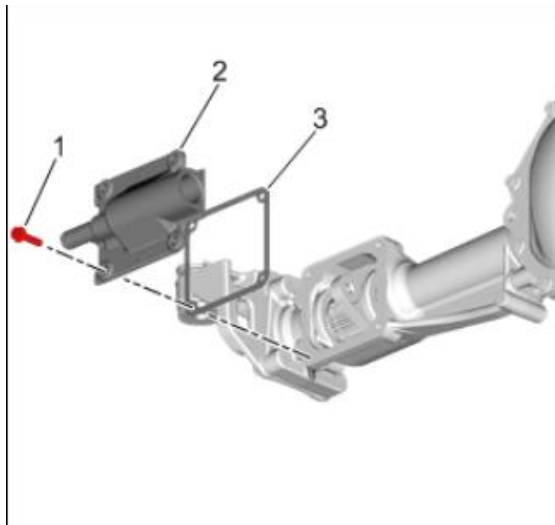


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- 21. Remove the Electric Motor Actuator (1).

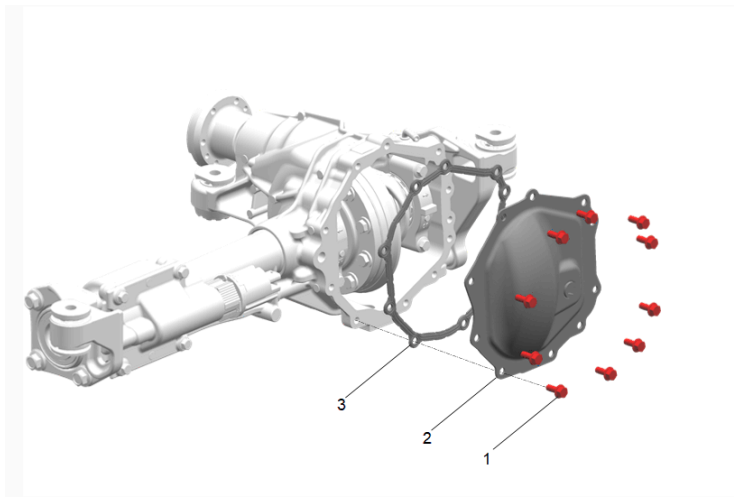
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22. Remove and DISCARD the 4 Front Wheel Drive Intermediate Shaft Housing Bolts (1).
23. Remove the Cover and Fork Assembly (2).
24. Remove and DISCARD the gasket (3).
25. Remove and DISCARD the Front Drive Axle Clutch Shaft, the Front Drive Axle Clutch Fork, and the Front Drive Axle Clutch Fork Inner Spring.



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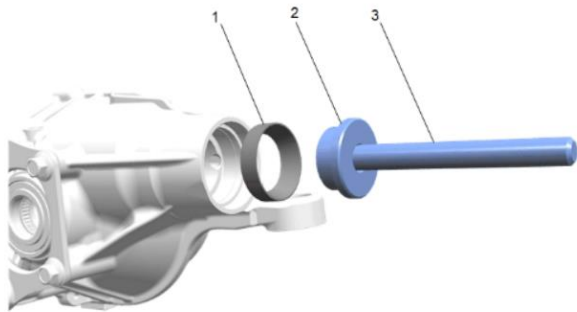
26. Remove and DISCARD the Front Axle Housing Cover Bolts (1).
27. Remove the Front Axle Housing Cover (2).

Note: The Front Differential Housing Cover Gasket is reusable. DO NOT replace unless gasket is damaged.

28. Remove the Front Axle Housing Cover Gasket (3).
29. DISCARD the rest of the Front Axle Assembly.

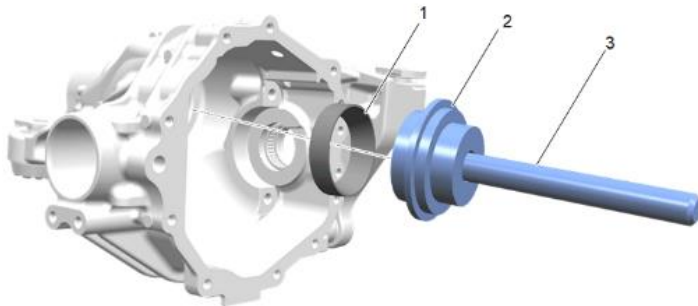
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30. Install the NEW Outer Pinion Bearing Race (1) in the NEW housing using the *DT-52556* Outer Bearing Race Installer (2), and the *J-7079-2* Universal Driver Handle (3).
31. Determine the selective shim thickness for the pinion. Refer to *Pinion Depth Adjustment*.

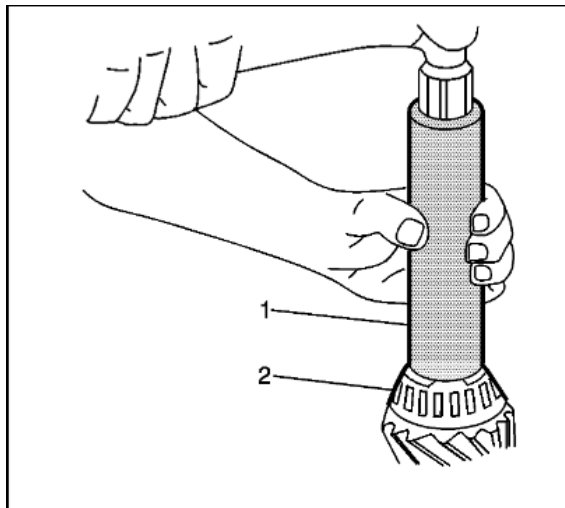


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32. Install the NEW Front Differential Drive Pinion Gear Lubricant Dam and then the Pinion Gear Shim in the inner pinion bearing race bore. Install the Inner Pinion Race (1) using the *DT-52494* Rear Pinion Bearing Cup Installer (2), and the *J-7079-2* Universal Driver Handle (3). Make sure that the pinion gear shim and lube baffle are properly positioned and seated and that the pinion baffle is not damaged. Replace baffle if damaged.
33. Install the outer pinion bearing to the bearing race.

Customer Satisfaction Program

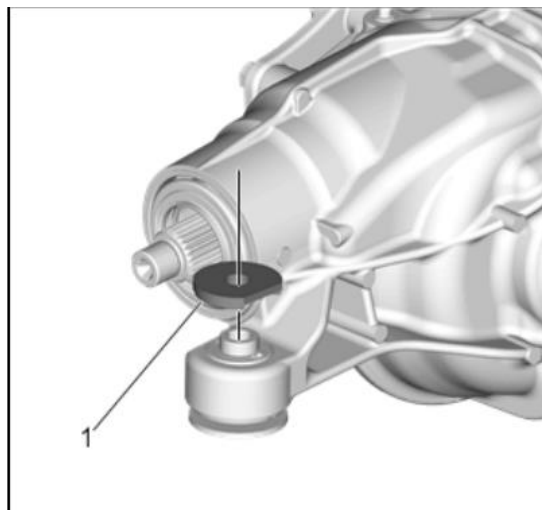
N222389360 Mislabeled Base Front Differential Carrier



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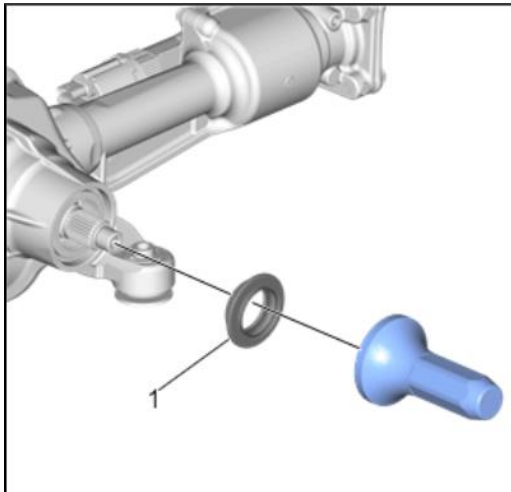
Note: Press the bearing on until the cone seats on the pinion shaft.

34. Install the NEW Inner Pinion Bearing (2) using the J-35512 Pinion Bearing Installer (1).
35. Install the NEW collapsible spacer.



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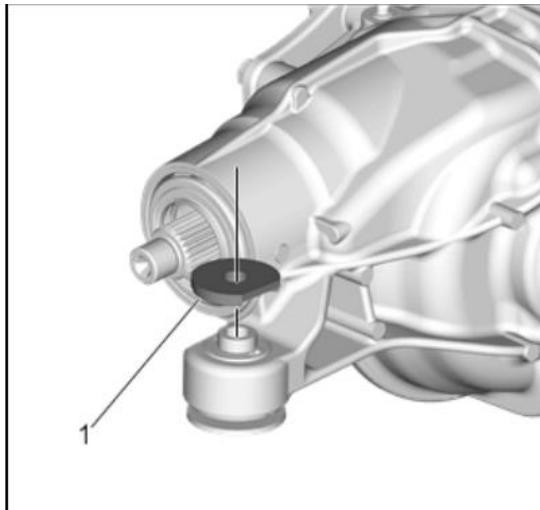
36. Secure the Front Axle Housing in a suitable vise. Take care not to damage any sealing surfaces. Note the pinion isolator bushing and end cap with flange and mark for reinstallation. Use pry bars to remove the Pinion Bushing Cap (1) of the bushing (with the flat side) to gain clearance for the pinion seal installation tool if required.
37. Install the Pinion into the Axle Housing.



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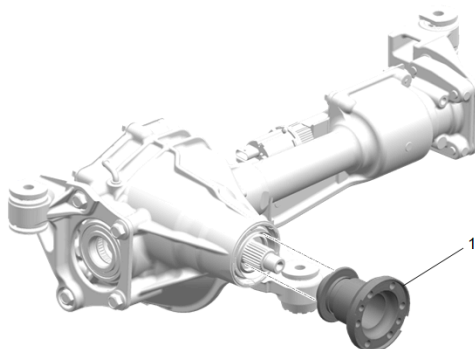
Note: Drive the seal straight, not at an angle, as this will damage the aluminum housing.

38. Position the NEW Oil Seal (1) in the bore.
39. Install the *J-28540-A* Axle Pinion Oil Seal Installer over the NEW Oil Seal (1).
40. Strike the *J-28540-A* Axle Pinion Oil Seal Installer with a hammer until the seal flange seats on the axle housing surface.



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41. Install the Pinion Bushing Cap (1) with alignment marks noted earlier while carefully using *J-36614* Pinion Yoke Starter.



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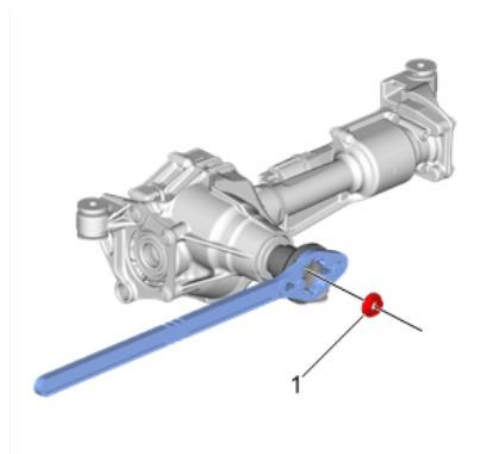
42. Install the Pinion Yoke (1).

Caution: Do not hammer the pinion flange/yoke onto the pinion shaft. Pinion components may be damaged if the pinion flange/yoke is hammered onto the pinion shaft.

43. Seat the Pinion Yoke onto the pinion shaft by tapping it with a soft-faced hammer until a few pinion shaft threads show through the yoke.

Note: Only use hand tools to install the pinion flange.

44. Install the old Front Differential Drive Pinion Gear Nut to seat the flange. Use a NEW Front Differential Drive Pinion Gear Nut only after yoke as been lightly seated on the crush sleeve.



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45. Install the J 8614-A flange and pulley holding tool onto the pinion yoke as shown.

46. Remove the old Front Differential Drive Pinion Gear Nut.

47. Install the NEW Front Differential Drive Pinion Gear Nut (1) while holding the J 8614-A Flange and Pulley Holding Tool.

48. Tighten the Front Differential Gear Nut until the pinion end play is just taken up. Rotate the pinion while tightening the nut to seat the bearings.

49. Measure the rotating torque of the pinion using an inch-pound torque wrench. The rotating torque of the NEW Front Differential Drive Pinion Gear Nut should be 2.5-4.4 Nm (22-39 lb ft).

50. Once the specified torque is obtained, rotate the pinion several times to ensure the bearing have seated. Recheck the rotating torque and adjust if necessary.

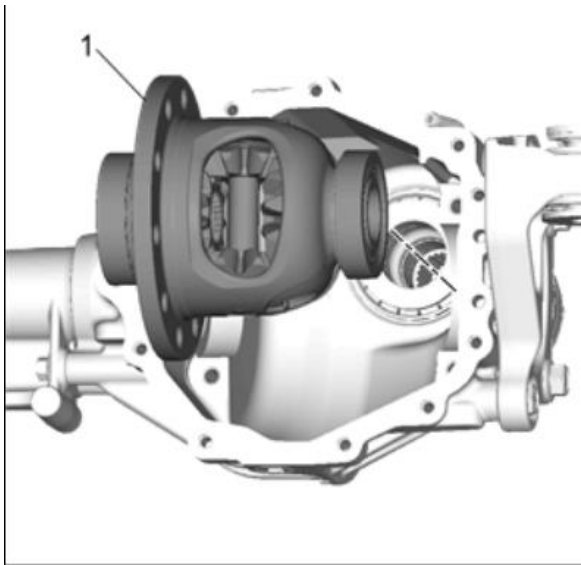


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51. Assemble the NEW Front Differential Case into the New Front Differential Housing. Refer to *Front Differential Case Assemble* in SI.

Customer Satisfaction Program

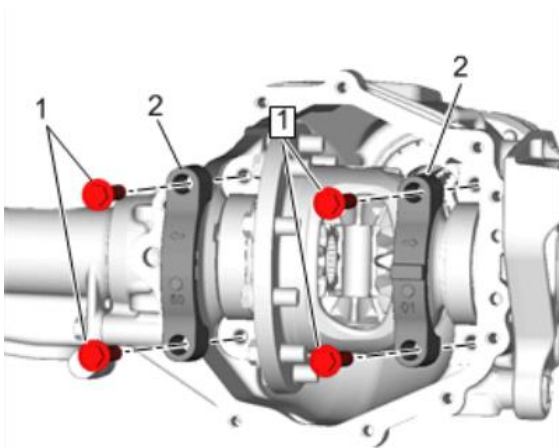
N222389360 Mislabeled Base Front Differential Carrier



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Caution: Support the case in order to keep the case from falling out of the axle housing.

52. Install the left and right hand bearing shims to their locations using a light coat of grease to hold them in position.
53. Place the case, with the bearing cups installed, into the axle housing using a dead blow hammer to move the differential into the installed position.



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54. Install the bearing caps (2) and bolts (1). Do not torque the bearing cap bolts (1) at this time.
55. Adjust the differential side bearing preload. Refer to *Front Differential Bearing Adjustment* in SI.
56. Adjust the backlash. Refer to *Backlash Inspection and Adjustment* in SI.
57. Perform the gear tooth contact pattern check. Refer to *Gear Tooth Contact Pattern Inspection* in SI.
58. Tighten the Bearing Cap Bolts (1) to 40 Nm (30 lb ft).

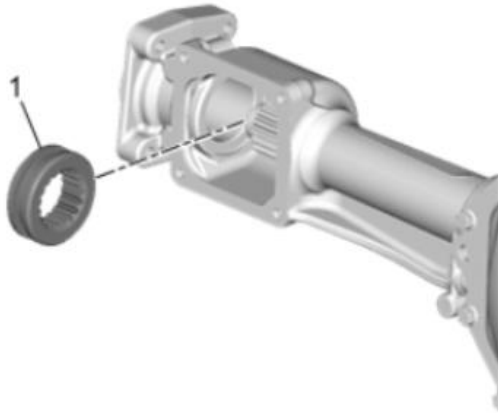
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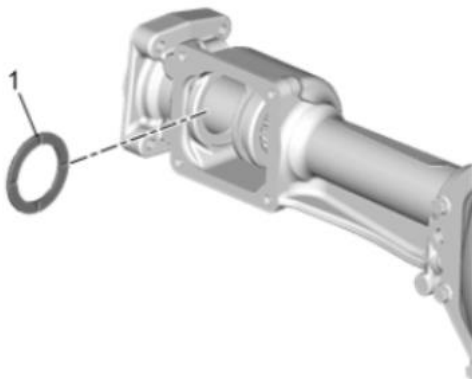
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59. Slide the NEW Front Drive Axle Inner Shaft (1) into the axle housing.



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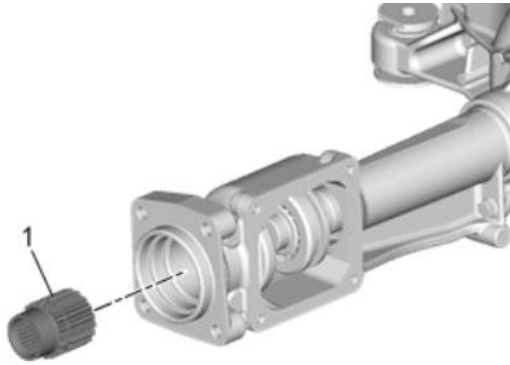
60. Slide the NEW Front Drive Axle Clutch Sleeve (1) onto the Front Drive Axle Inner Shaft.



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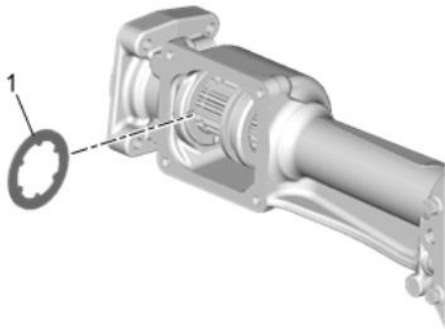
61. Install the NEW Front Drive Axle Clutch Shaft Thrust Washer (1).

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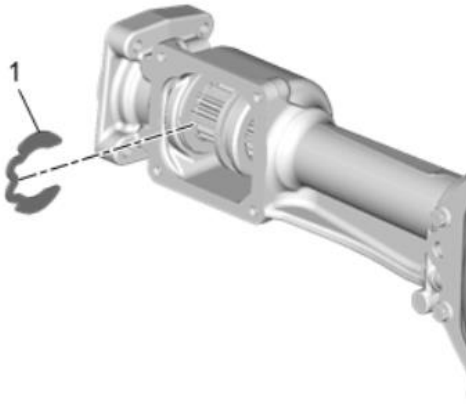
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62. Install the NEW Front Drive Axle Clutch Gear (1).



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63. Install the NEW Clutch Drive Axle Clutch Gear Washer (1).

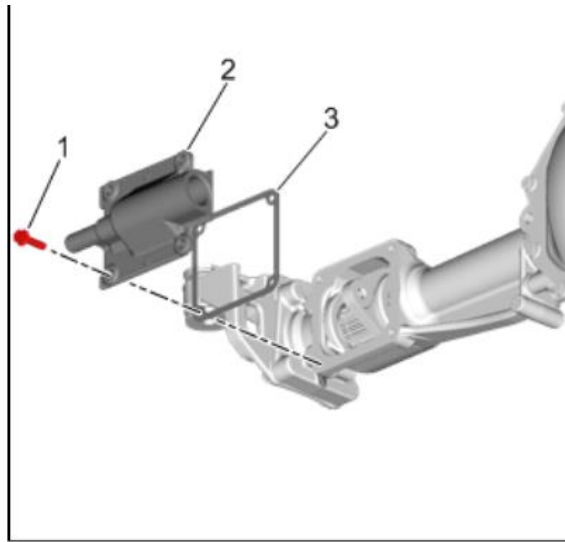


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64. Using a suitable tool, install the NEW retaining ring (1) onto the Front Drive Axle Clutch Gear.
65. Install the NEW Front Drive Axle Clutch Shaft, the NEW Front Drive Axle Clutch Fork, and the NEW Front Drive Axle Clutch Fork Inner Spring to the Cover.

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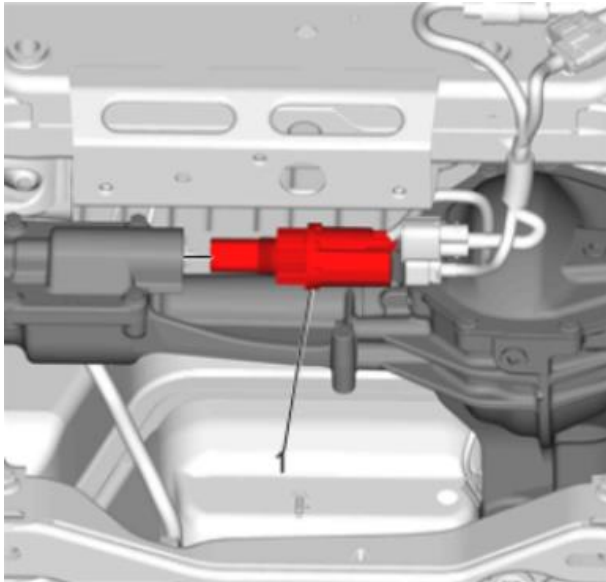
4373056

Note: When installing the cover with the fork, ensure that the clutch fork is positioned correctly in the groove of the Front Axle Clutch Sleeve.

66. Install the NEW gasket (3).

67. Install the Cover and Fork Assembly (2).

68. Install the 4 NEW Front Wheel Drive Intermediate Shaft Housing Bolts (1) and tighten to 28 Nm (21 lb ft).



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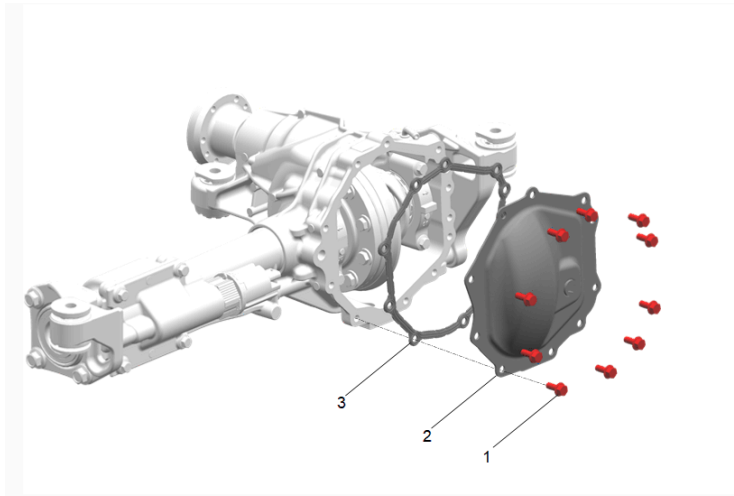
Note: Apply TEFLON tape to the threads of the electric actuator motor before installation.

Use a suitable tool to torque the actuator to spec, such as a band wrench or thin crowfoot.

69. Install the Electronic Motor Actuator (1) and tighten to 30 Nm (22 lb ft).

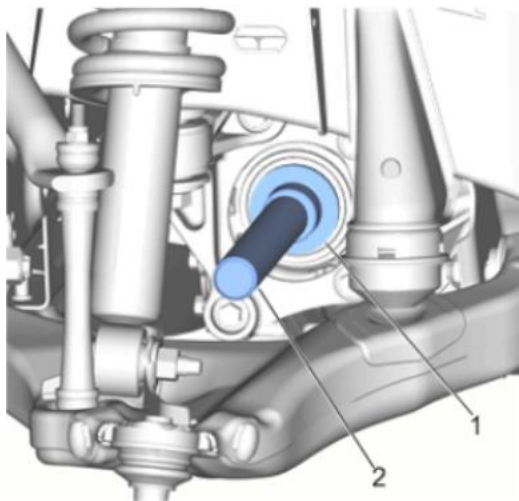
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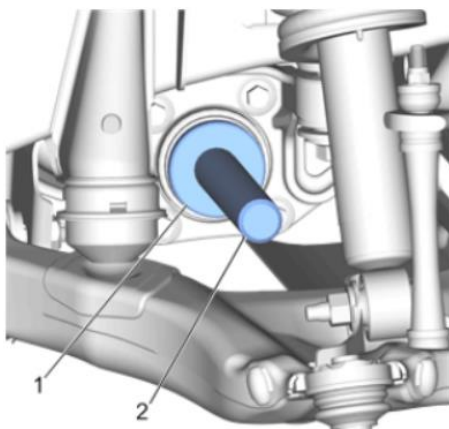
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70. Install the Front Axle Housing Cover Gasket (3).
71. Install the Front Axle Housing Cover (2).
72. Install and tighten the NEW Front Axle Housing Cover Bolts (1) to 20 Nm (15 lb ft).



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73. Position the right side axle bearing in the intermediate housing.
74. Using the *DT-49229* bearing installer (1) and the *GE-8092* universal driver handle (2), install the right side axle bearing.



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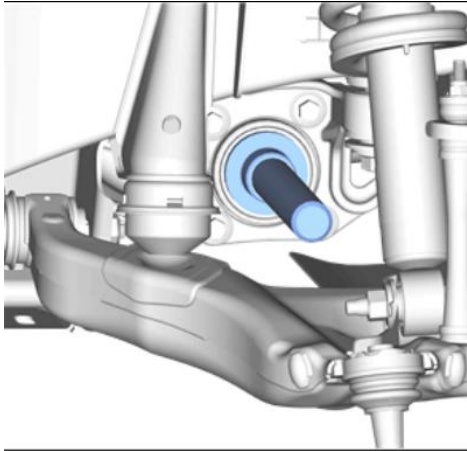
Note: Care must be taken when installing the drive shaft into the axle to avoid damage to the axle seal from the drive shaft splines. CAREFULLY insert the splined shaft into the axle and past the seal. If seal is damage, a NEW axle seal MUST be installed.

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75. Using the *DT-51617* Seal Installer (1) and the *GE-8092* Driver Handle (2), install the right side axle seal.

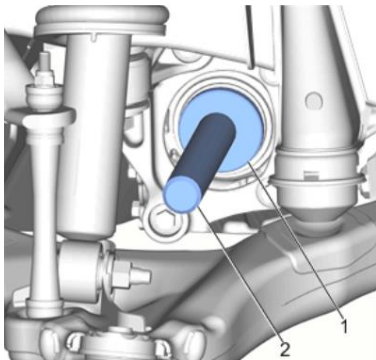


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76. Position the left side axle bearing in the intermediate housing.

Note: Proper bearing installation will be flush with the inner portion of the case.

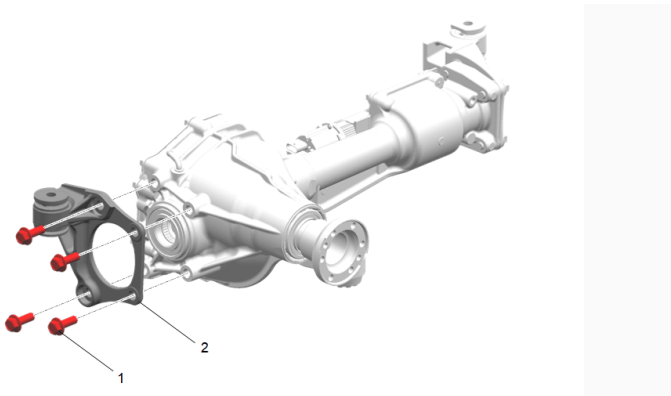
77. Using the *DT-49229* bearing installer (1) and the *GE-8092* universal driver handle (2), install the left side axle bearing.



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Note: The lip portion should face inward toward the center section of the axle and the slight “bump” should face outward toward the wheel. Be sure that the seal is seated flush with the outside surface of the case.

78. Using the *DT-51617* Seal Installer (1) and the *GE-8092* driver handle (2), install the left side axle seal.



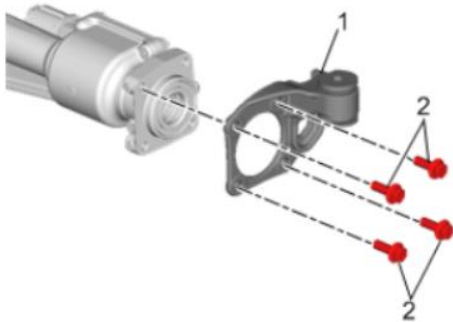
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79. Install the Mounting Bracket (2) to the axle.

80. Install and tighten the Mounting Bracket Bolts (1) to 93 Nm (69 lb ft).

Customer Satisfaction Program

N222389360 Mislabeled Base Front Differential Carrier



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81. Install the Right Side Mounting Bracket (1) to the intermediate shaft housing.
82. Install and tighten the Right Side Mounting Bracket Bolts (2) to 93 Nm (69 lb ft).
83. Fill the Front Differential with fluid. Refer to *Front Axle Lubricant Replacement* in SI.
84. Install the Front Axle Assembly to the vehicle. Refer to *Front Axle Replacement (without ZR2)* in SI.
85. Measure and adjust the wheel alignment. Refer to *Wheel Alignment Measurement* 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, through September 30, 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 September 30, 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.

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 for courtesy transportation program 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).

Customer Satisfaction Program

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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.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by September 30, 2024. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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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September 2023

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

Dear General Motors Customer:

We have learned that your 2015-2022 model year Chevrolet Colorado or GMC Canyon may have a 12mm diameter hole on the top surface of the front differential housing.

Your satisfaction with your Chevrolet Colorado or GMC 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 hole and if present, rebuild the front axle with proper housing. This service will be performed for you at **no charge until September 30, 2025**. 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.

Reimbursement: Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by September 30, 2024, unless state law specifies a longer reimbursement period.

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
GMC	1-800-462-8782	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	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. 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.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

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