



# Recall Bulletin



## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT:** Possible Missing Secondary Hood Latch

**MODELS:** 2010-2012 Chevrolet Colorado  
2010-2012 GMC Canyon

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 12319.

Dealers are to inspect all involved inventory vehicles as soon as possible. Do not delivery, dealer trade, or use the vehicle for demonstration purposes until this recall has been performed.

The inspection procedure contained in this bulletin can be performed quickly and easily. To reduce the inconvenience to the customer, when a customer brings their vehicle into the dealership for this recall, if at all possible, have the inspection portion of the recall performed on the vehicle immediately.

### CONDITION

General Motors has decided that certain 2010-2012 model year Chevrolet Colorado and GMC Canyon vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 113, requiring a secondary hood latch. These vehicles may have been assembled with a hood that was missing the secondary hood latch. If the primary hood latch is not engaged and the secondary hood latch is not present, the hood could open unexpectedly. If this occurs while the vehicle was in motion, the hood could contact the windshield, reducing the forward vision area of the driver and a crash could occur.

### CORRECTION

Dealers are to inspect for the presence of the secondary hood latch. If the latch is missing, dealers are to replace the hood.

Because this inspection can easily be performed by the customer, and to reduce their inconvenience, an inspection procedure will be mailed to customers. If, however, the customer is uncomfortable performing the inspection, they will be instructed to contact their dealer for the inspection.

## VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

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 recall 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 recall.

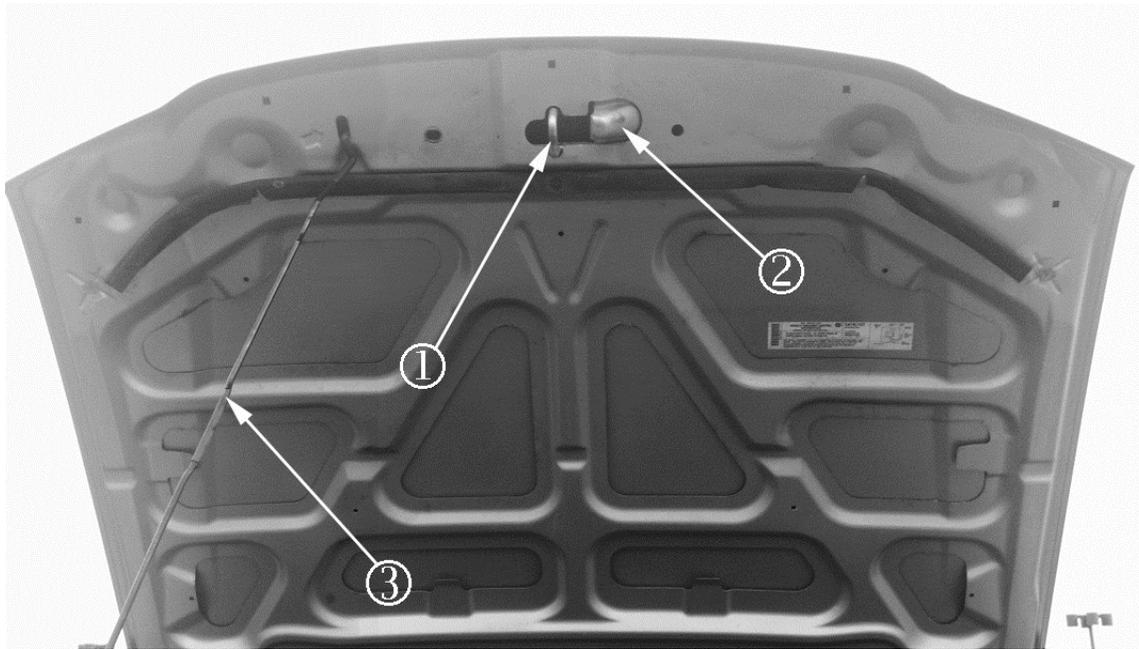
## PART INFORMATION

There are very few hoods expected to be found with a missing secondary hood latch. If the inspection determines that a vehicle is missing the bracket, the hood is to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

## SERVICE PROCEDURE

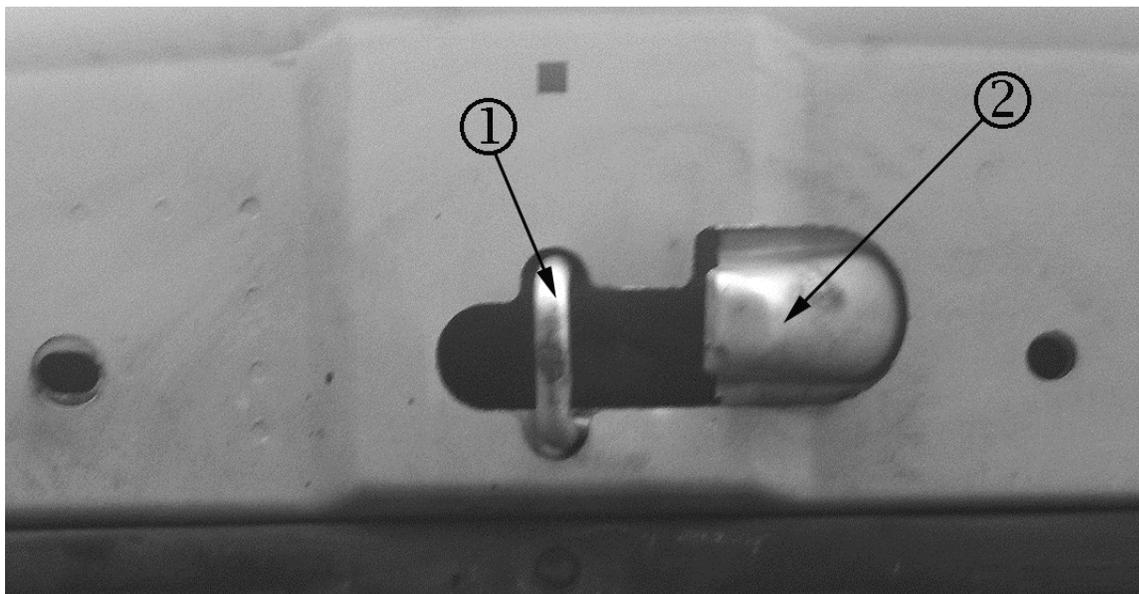
**Note:** Certain 2010-2012 Chevrolet Colorado and GMC Canyon trucks may have been assembled with a hood that has a missing secondary latch bracket and latch. Please review the inspection procedure in this bulletin to determine if the hood is assembled with a secondary hood latch.

1. Lift the vehicle hood.



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2. Release the hood prop from its retainer and put the hood prop into the slot in the hood (3).
3. Locate the primary (1) and secondary (2) hood latches. Refer to the illustration.



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4. Determine if the hood is assembled with a secondary latch (2).
  - If the vehicle hood is assembled with a secondary latch, no further action is required. Lift the hood to relieve pressure on the hood prop. Remove the hood prop from the slot in the hood and return the prop to its retainer. Lower the hood 25 to 30 cm (10 to 12 in) above the vehicle and release it to latch fully. Check to make sure the hood is closed and repeat the procedure if necessary.
  - If the vehicle hood is NOT assembled with a secondary latch, remove and replace the hood. Refer to *Hood Replacement* in SI for hood removal and installation instructions.

**COURTESY TRANSPORTATION** – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
V2728	Inspect for Secondary Hood Latch – No Further Action Req'd	0.2	N/A
V2729	Inspect & Replace Hood	7.1	*

\* Enter a paint allowance in "Net Item" of \$275.08 USD, \$272.15 CAD.

**CUSTOMER NOTIFICATION** – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

**CUSTOMER NOTIFICATION** – For 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.

**DEALER RECALL RESPONSIBILITY** – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

**This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.**

#### DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall 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 recall enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



January 2013

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2010-2012 model year Chevrolet Colorado and GMC Canyon vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 113, requiring a secondary hood latch. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

### **I M P O R T A N T**

- Your vehicle is involved in recall 12319.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

#### **Why is your vehicle being recalled?**

Your vehicle may have been assembled with a hood that was missing the secondary hood latch. If the primary hood latch is not engaged and the secondary hood latch is not present, the hood could open unexpectedly. If this occurs while the vehicle was in motion, the hood could contact the windshield, reducing the forward vision area of the driver and a crash could occur.

#### **What will we do?**

Your GM dealer will inspect for the presence of the secondary hood latch. Very few vehicles will be missing the latch; however, if it is missing, your dealer will install a new hood. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of 15 minutes. If the hood requires replacement, an additional 6 hours and 55 minutes will be required.

Since the inspection can be performed easily, and to reduce your inconvenience, we have included the inspection procedure with this letter. If you desire, however, your dealer will perform the inspection at **no charge**.

If you perform the inspection and the hood latch is present, please complete the enclosed prepaid response form and return it to us in the mail. We will close the recall.

If the hood latch is not present, please contact your dealer as soon as possible and schedule an appointment to have the hood replaced.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for

details on courtesy transportation.

**What should you do?**

If you would like your dealer to perform the inspection, or if you have performed the inspection and the secondary hood latch is missing, you should contact your GM dealer to arrange a service appointment as soon as possible.

**Do you have questions?**

If you have 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
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 12V594.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney  
General Director,  
Customer and Relationship Services

Enclosure  
GM Recall #12319