

CSC-10057650-2602

February 2015

Dear General Motors Customer:

We have learned that your 2015 model year Chevrolet Impala may have side door exterior handles that can bind or stick in the full extended position. The condition is possible for any side door exterior handle. When the handle is stuck in the full extended position, the door will not close or latch.

Your satisfaction with your 2015 model year Chevrolet Impala 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 all side door exterior handles and replace the handle bracket on any side door exterior handle exhibiting the condition described above. Your dealer will also apply lubricant to any side door exterior handle not exhibiting the condition described above. This service will be performed for you at **no charge until February 28, 2017**. 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.

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.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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 2015 model year Chevrolet Impala provides you many miles of enjoyable driving.

Alicia S. Boler-Davis
Sr. Vice President
Global Connected Customer Experience