

CL-10851598-2801

[REDACTED]
San Juan, PR [REDACTED]

February 22, 2016

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

MAR - 7 2016

Dear Administrator:

My name is [REDACTED] owner of a 2007 GMC Silverado 2500 heavy duty pickup truck. On July 2015 Chevy sent me a letter notifying me that my vehicle is being recalled. Apparently the front passenger air bag inflator may rupture in the event that they were to deploy, which could lead to metal fragments passing through the cushion material resulting in "injury or death to vehicle occupants". Chevy also informed me that the parts to repair my vehicle weren't currently available, but that when they were they would send me another letter asking me to go to the dealer. I'm still waiting for that second letter.

Since then, I've contacted my dealership and called the Customer Assistance Center multiple times without any success. At the dealership I was told that they haven't received the parts yet and the Customer Assistance Center representatives have told me that the parts weren't available yet but that they soon would be. Because it's almost been a year since I received the letter, I've decided to write to the National Highway Traffic Safety Administration. I want to add that I've always been satisfied with Chevy's products, but after reading this letter I've been very concerned for my family's safety, I don't want them getting injured by the very same airbag that is supposed to protect them.

Finally, I would like for the parts to repair my vehicle's front passenger airbag inflator to be available soon so it can be fixed promptly, safety is very important to me. My contact information is: [REDACTED]

[REDACTED] Thank you for taking the time to read my letter, I look forward to hearing from you.

Sincerely,

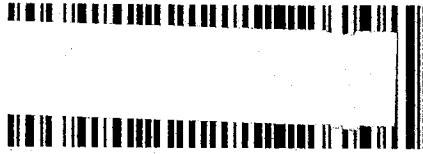
[REDACTED]
Enclosure:
GM safety recall number 15438.
National Highway Traffic Safety Administration Campaign ID Number recall: 15V324.

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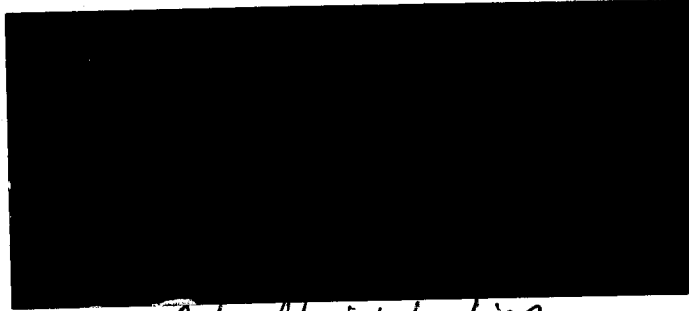


San Juan

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