


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (EOIA), 5 U.S.C. 552(b)(6)</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p> <p>Date Received 02-MAY-2016 JUN 29 2016</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10862599</p>	
<p>OWNER INFORMATION (Type or Print)</p>							
Name		Address		City		State	
[REDACTED]		[REDACTED]		NAPLES		FL	
Zip Code		Evening Telephone Number		E-mail Address		[REDACTED]	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
<p>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</p>							
<p>VEHICLE INFORMATION</p>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	Model Year
1GCHK23K87F [REDACTED]				CHEVROLET		SILVERADO 2500	2007
Date Purchased		Dealer's Name and Telephone Number			Engine: No: Cylinders		Fuel Type:
Original Owner <input type="checkbox"/>		Dealer's City		State	Zip Code		
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain		Multiple Failure:		Incident Date(s) 31-JUL-2015	
	<input type="checkbox"/> Cruise Control						
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>							
Vehicle Component Code: 140000 AIR BAGS					Failure Mileage		Failure Speed
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment	<input type="checkbox"/> Prior Repair	Failure Location:			
Tire Component Code					Tire Failure Type:		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:			Failed Part:				
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>							
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured		Number of Deaths		Reported to Police N	
<p>Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).</p>							
<p>TL* TAKATA RECALL. THE CONTACT OWNS A 2007 CHEVROLET SILVERADO 2500. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V324000 (AIR BAGS); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.</p>							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.				ATTACH ADDITIONAL SHEETS IF NECESSARY			
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>							

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Vehicle has defect - a recall was issued yet no
remedy had been offered, after nearly a year.
Unable to use vehicle due to safety issue.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

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FL 330
17 JUN '06
PM 4 L



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL



15438 1GCHK23K87E [REDACTED] 13.0010743

1007 GLELL [REDACTED]
NAPLES, FL [REDACTED]



July 2015

This notice applies to your vehicle, VIN: 1GCHK23K87F [REDACTED]

Dear South Hunt Creek Ranch Llc:

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

General Motors has decided that a defect which relates to motor vehicle safety exists in all 2007-2008 model year Chevrolet Silverado and GMC Sierra 2500/3500 heavy duty pickup trucks. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 15438.
- **Parts to repair your vehicle are not currently available.** When parts are available, we will send you another letter asking you to contact your Chevrolet dealer to arrange a service appointment.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Some inflators may experience an alteration over time, which could lead to overaggressive combustion in the event of an air bag deployment. This condition could create excessive internal pressure when the air bag is deployed, which could result in the body of the inflator rupturing upon deployment. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, which may result in injury or death to vehicle occupants.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your Chevrolet dealer will replace the front passenger airbag inflator. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. You can also check the status of this recall at www.my.gm.com/recalls.



Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

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 15V324.

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



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall #15438



wafers in some of the subject inflators may experience an alteration over time, which could potentially lead to over-aggressive combustion in the event of an air bag deployment. Depending on the circumstances, this potential condition could create excessive internal pressure when the air bag is deployed, which could result in the body of the inflator rupturing upon deployment.

Safety Risk Description:

In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, which may result in injury or death to vehicle occupants.

Repair Description:

Dealers will replace the front passenger air bag inflator, free of charge.

Recall Status: INCOMPLETE. REMEDY NOT YET AVAILABLE

FAQs

My vehicle has a recall, and the status reads: "INCOMPLETE." What do I do next? 

If the status field states "INCOMPLETE" and your vehicle is a Chevrolet, Buick, GMC, Cadillac, Pontiac, Oldsmobile, HUMMER or Saturn, please contact a **Certified Service Dealer** to schedule a service appointment or order parts. If your vehicle is a Saab, please contact an **authorized Saab service center**.

My vehicle has a recall, and the status reads: "INCOMPLETE. REMEDY NOT YET AVAILABLE." What do I do next? 

I have not received a recall letter in the mail. Can I still have my vehicle repaired? 


. . . .

I have had my vehicle repaired by a Certified Service Dealer or an authorized Saab service center, but the recall is still listed here. Why?



What now?

It is recommended that you contact your preferred Certified Service Dealer or authorized Saab service center and discuss your concerns with a member of the management team, as they will ultimately be responsible for completing the recall repairs for your vehicle.

If your concerns are still unresolved after contacting your preferred Certified Service Dealer or authorized Saab service center, please call 1-800-630-2438 for  recall assistance on Monday through Saturday, 8 a.m. - 9 p.m. EST.

Search for GM Recalls

Search for recalls on another VIN.

Enter your VIN

Where's my VIN?

GM works diligently to communicate recall and program information to affected customers. The GM Owner Center will provide this information as soon as it is available.

Need Service?

The Certified Service experts at your local Chevrolet, Buick, GMC or Cadillac Dealer are equipped to handle your recall repair, including Pontiac, Oldsmobile, Saturn and HUMMER vehicles. If your vehicle is a Saab, you can get your repair work done at an **authorized Saab service center**

Locate a Dealer

Create an Account



Take advantage of your Chevrolet Owner Center

Get important recall notifications upon logging in

Connect with your Preferred Service Dealer to schedule service and ask questions

Keep your contact information updated to ensure prompt notification

Receive specific recall assistance from your Chevrolet contact center

Log In

Create Account