

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

Reimbursement Dept.
PO box 33170
Detroit mi 48232-5170

RECEIVED AUG 07 2009



1000

U.S. POSTAGE
PAID
HENDERSON, KY
40420
AUG 07 10
AMOUNT
\$1.63
R2305H128137-04

HENDERSON



BUICK

MARY SPRADLIN

Service Advisor

2746 U.S. 41 NORTH
HENDERSON, NY 42420
www.hendersonchevy.com

MAIN LINE (270) 826-7800
TOLL FREE (800) 261-2377
FAX LINE (270) 831-7171
DIRECT (270) 831-7242

[REDACTED] 5 SILVERADO

SEE ATTACHED [REDACTED] CUSTOMER WAS IN FOR SEAT BELT TENSIONER REPLACEMENT
10/23/17. HE PAID FOR IT

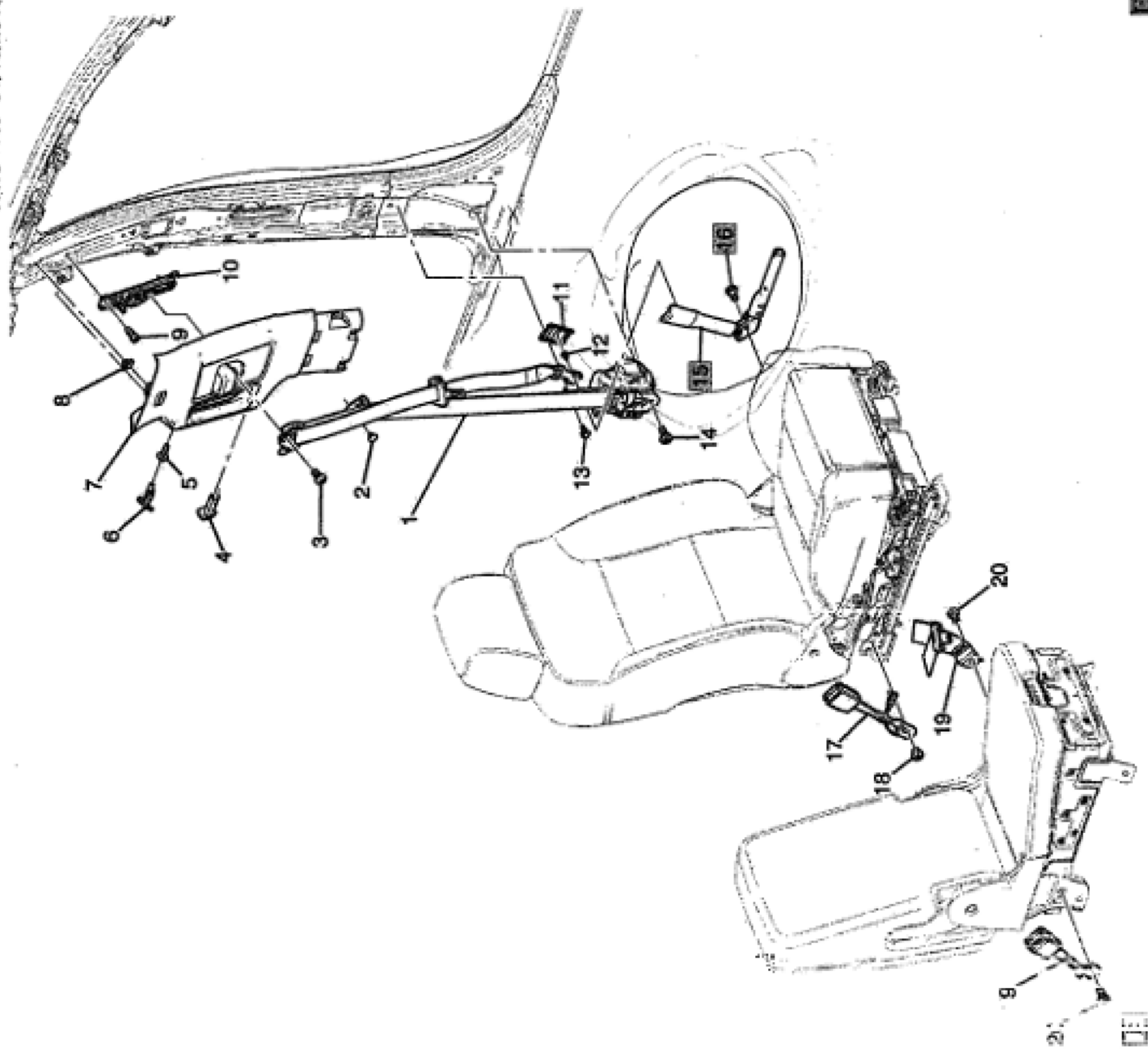
SINCE GM HAS SENT HIM A SPECIAL POLICY NOTICE REGARDING THE SAME TENSIONER
ISSUE IS WE USED A GM PART WHICH DOES NOT REFLECT THE SAME PART NUMBER BUT ACCORDING
TO THE PARTS DEPT, IS THE IDENTICAL PART WE REPLACED.
CUSTOMER SHOULD QUALIFY FOR REIMBURSEMENT.

ANY QUESTIONS FEEL FREE TO CONTACT ME
MARY SPRADLIN
HENDERSON CHEVROLET

[REDACTED]

L - Light Truck > 2015 > K - 5C1 - CK15543 - Silverado / Sierra / Cheyenne - 03, 43, 53 Bodystyle (4WD / AWD) > 16 - CAB
AND BODY PARTS-WIPERS-MIRRORS-DOORS-TRIM-SEAT BELTS > (TK16-443) 2014-2018 CK1(43-53) SEAT BELTS/Front

TK16-443 01/18/2013



General Motors Product Field Action Customer Reimbursement Request Form

18127

Customer Name: [REDACTED]
Street Address or P.O. Box: [REDACTED]
City: Waverly State: Ky Zip Code: [REDACTED]
Daytime Telephone Number (include Area Code): [REDACTED]
Evening Telephone Number (include Area Code): [REDACTED]
Date Request Form and Supporting Documentation Submitted to Dealer: _____
Vehicle Identification Number of Involved Vehicle: [REDACTED]
Mileage at Time of Repair: 96727 Date of Repair: 03 Nov 17

Amount of Reimbursement Requested: \$ 205.64

The following documentation must accompany this request form.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for [REDACTED] this letter.

Customer's Signature: [REDACTED]

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____
Request Denied: _____ Date: _____ Reviewed By: _____
Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

- A. PLACE THE NEW STICKER DIRECTLY ON THE CORNER OF THE LICENSE PLATE.
- B. Make sure the area where the new sticker is to be placed is clean and dry.
- C. Peel the new sticker from the backing and place on license plate.
- D. Press the sticker onto the plate to make sure it is firmly affixed.

1. You must have this certificate in order to renew the registration of this vehicle before the expiration date.

THERE IS NO GRACE PERIOD ON ANY DECAL EXPIRATION DATE.

- A. Passenger cars and motorcycles are on a year-round registration system and may be renewed two months before the expiration date of this vehicle.
 - B. For commercial vehicles registered under KRS 186.050(3) through (14), the certificate will be valid through March 31.
 - C. Trailer registration will also be valid through March 31.
 - D. Motorboats expire April 30 of each year.
2. This certificate (or a copy) must be carried in this vehicle (except motorcycle) at all times and be available for inspection by any peace officer.
3. Making a false statement in any part of this application will subject the party to a fine of not less than \$20.00 nor more than \$100.00 as set out in KRS 186.990(1)

Pat. No. 83716415



**COMMONWEALTH OF KENTUCKY
CERTIFICATE OF REGISTRATION**

REGISTRATION TYPE
RENEWAL DECAL ONLY

EXPIRES
03-31-19

REGISTRATION NO.

SPECIAL REGISTRATION LOCATION
FARM TRUCK

REGISTRY WT
26,000

VEHICLE TYPE
TRUCK

VEHICLE IDENTIFICATION NO.
[REDACTED] use by KRS 186.050

VEH. YR. B-STYLE MAKE MODEL COLOR
15 PK CHEV SILVERA GRY

NOT VALID FOR TRANSFER OF OWNERSHIP

GENERAL SALES TAX

000

DATE OF ISSUE CLERK I.D.
03-27-18 TLE

TREY PEAK
JUNIOR

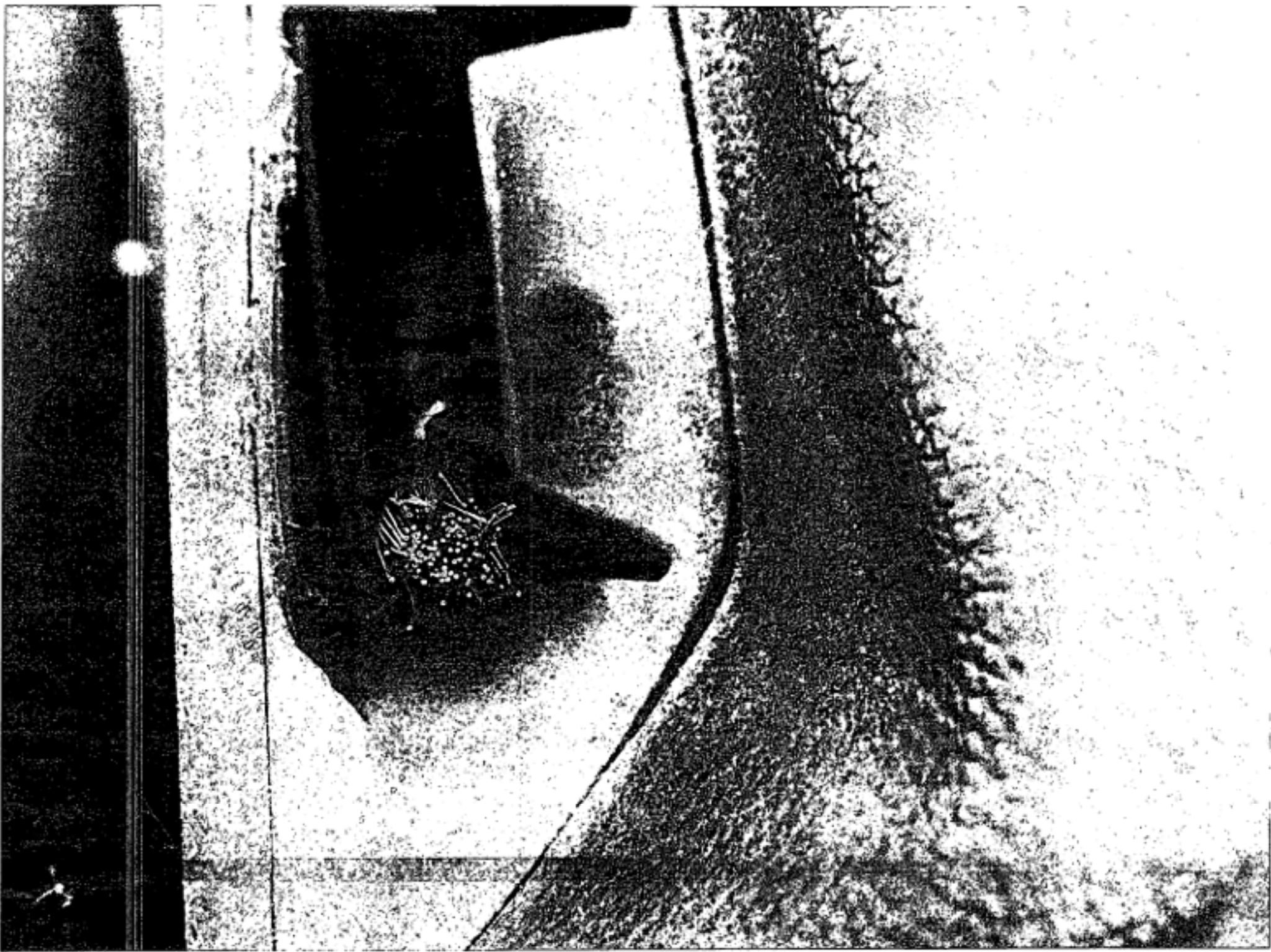
Keep In Vehicle
Must Return to Renew

USADE TAX	VALUE	0.00
	6% TAX	
	TAX CREDIT	
REG FEE	STATE FEE	25.00
	CLERK FEE	6.00
TITLE FEE	STATE FEE	
	CLERK FEE	
AD VALOREM TAX	ASSESSED VALUE	27,925
	CURR. YR. TAX	328.40
	PREV. YRS. TAX	

MGCH001U 03/27/18 11:19:50

Does your vehicle have an open recall? Some issues covered by recalls pertain to serious safety risks, and all are fixed for free. Check your vehicle at: www.CheckToProtect.org

PAID 359.40





[Update My Profile](#)
[Logout](#)

August 2, 2018

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH
CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title Information and OnStar and XM Radio information (if applicable).

Vehicle Information

VIN: [REDACTED] Model: CK15543-2015 SILVERADO 1500 4WD CREW CAB
 Service Contract No: [REDACTED] Branded Title: No Warranty Block: No POI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [1 Open](#)

For this vehicle:

[View Vehicle Summary](#)

[Service Contract](#)

[Branded Title](#)

[Warranty Block](#)

[View Vehicle Build](#)

[View Vehicle Component Summary](#)

[View Vehicle Transaction History Detail](#)

[View Vehicle Delivery Information](#)

[Investigate Major Assembly History](#)

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletin	N150304	15304	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Open
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/09/2016	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2018

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA: 800-856-3600.

OnStar Equipped: Y

XM Equipped: Y

OnStar Vehicle Diagnostics: N

XM Radio ID: [REDACTED]

OnStar Status: Active

XM Status: Active

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Date	End Date	End Odometer
	Bumper to Bumper Limited Warranty	07/14/2015	9 MI	07/14/2016	36,000 MI

LOT LOCATION:
CUSTOMER #:

HENDERSON



2746 US Hwy. 41 North - HENDERSON, KENTUCKY 42420
Phone: (270) 826-7600 - Fax: (270) 831-7171

* INVOICE *

PAGE 1

WAVERLY, KY
HOME: [REDACTED]
BUS: [REDACTED]

CONTACT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 377 TIMOTHY J MIDGETT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	15	CHEVROLET SILVERADO	[REDACTED]		96727/96732	TX
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE	PAYMENT	INV. DATE
01JAN15 IS						
01JAN15 DE			17:30	0.00	CASH	03NOV17

R.O. OPENED READY OPTIONS:

13:10 23OCT17 10:57 03NOV17
LINE OPCODE TECH TYPE HOURS

A CS DRIVERS SIDE SEAT BELT BROKEN SOP LENA

CAUSE: FOUND THAT CABLE WAS BROKEN FROM DRIVER TENSIONER
MISC MISC.

36412 CP

1 19329223 TENSIONER KIT

FOUND THAT CABLE WAS BROKEN FROM DRIVER TENSIONER REMOVED DRIVER
SEAT FINISH PANEL, AND ADDITIONAL COVER ON TENSIONER. REPLACED
TENSIONER, AND REINSTALLED BOTH COVERS. VERIFIED REPAIR

101.68 101.68
98.08 98.08
TOTAL LINE A: 199.76

THANK YOU FOR CHOOSING HENDERSON CHEVROLET
FOR YOUR SERVICE NEEDS. GENERAL MOTORS MAY BE
SENDING YOU A SURVEY VIA EMAIL. THIS IS OUR
REPORT CARD. IF YOU CANNOT ANSWER "COMPLETELY
SATISFIED" PLEASE REACH OUT TO YOUR SERVICE
CONSULTANT SO WE CAN CORRECT THE ISSUE.
270.826.7600.

LIST NET TOTAL

DISCLAIMER OF WARRANTIES

Any warranties on the products sold are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and this company neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

THANK YOU

DESCRIPTION	TOTALS
LABOR AMOUNT	101.68
PARTS AMOUNT	98.08
GAS, OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	199.76
LESS INSURANCE	0.00
SALES TAX	5.88
PLEASE PAY THIS AMOUNT	205.64



2746 US Hwy. 41 North - HENDERSON, KENTUCKY 42420
 Phone: (270) 826-7600 - Fax: (270) 831-7171

PAGE 1

MAVERLY, KY
 HOME [REDACTED]
 BUS: [REDACTED]

CONT [REDACTED]
 CELI [REDACTED]
 MAK [REDACTED]

SERVICE ADVISOR: 377 TIMOTHY J MIDGEIT

COLOR	YEAR	15	CHEVROLET SILVERADO	VIN	LICENSE	MILEAGE IN / OUT	TAG
DEL DATE	PROD. DATE	WARR. EXP.	PROMISE	[REDACTED]	[REDACTED]	96727/96732	TX
01JAN15 IS							
01JAN15 DD							
R.O. OPENED	READY		17:30	23OCT17	0.00	CASH	03NOV17
			OPTIONS:				

13:10 23OCT17 10:57 03NOV17
 LINE OPCODE TECH TYPE HOURS

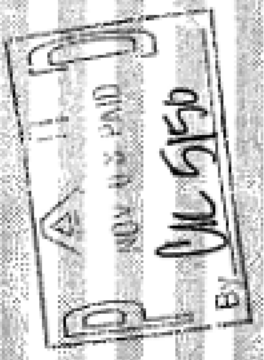
A GS DRIVERS SIDE SEAT BELT BROKEN SOP LENA
 CAUSE: FOUND THAT CABLE WAS BROKEN FROM DRIVER TENSIONER
 MISC MISC.

36412 CP 101.68 101.68
 1 19329223 TENSIONER KIT 98.08 98.08
 PARTS: 98.08 LABOR: 101.68 OTHER: 0.00 TOTAL LINE A: 199.76

FOUND THAT CABLE WAS BROKEN FROM DRIVER TENSIONER REMOVED DRIVER
 SEAT FINISH PANEL, AND ADDITIONAL COVER ON TENSIONER. REPLACED
 TENSIONER, AND REINSTALLED BOTH COVERS. VERIFIED REPAIR

 THANK YOU FOR CHOOSING HENDERSON CHEVROLET
 FOR YOUR SERVICE NEEDS. GENERAL MOTORS MAY BE
 SENDING YOU A SURVEY VIA EMAIL. THIS IS OUR
 REPORT CARD. IF YOU CANNOT ANSWER "COMPLETELY
 SATISFIED" PLEASE REACH OUT TO YOUR SERVICE
 CONSULTANT SO WE CAN CORRECT THE ISSUE.
 270.826.7600.

Chris



DISCLAIMER OF WARRANTIES

Any warranties on the products sold are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and this company neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

THANK YOU

DESCRIPTION	TOTALS
LABOR AMOUNT	101.68
PARTS AMOUNT	98.08
GAS. OIL. LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	199.76
LESS INSURANCE	0.00
SALES TAX	5.88
PLEASE PAY THIS AMOUNT	205.64

Document ID: 5118378

#18127: Special Coverage - Driver's Front Seat Belt Anchor Pretensioner - (Jun 25, 2018)

Subject: 18127 — Driver's Front Seat Belt Anchor Pretensioner

Models: 2015-2017 Chevrolet Silverado

2015-2017 GMC Sierra



Reference Number: N182153260	Release Date: June 2018
Revision: 00	

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado	2015	2017		
GMC	Sierra	2015	2017		

Involved vehicles are identified on the Applicable Warranties section 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:	In certain 2015-2017 model year Chevrolet Silverado LD and GMC Sierra LD, and a limited number of 2016 model year Chevrolet Silverado HD and GMC Sierra HD vehicles, if a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the vehicle's seat belts. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield.
Special Coverage Adjustment	This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after June 25, 2018, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to June 25, 2018, must be submitted to the Service Contract provider. Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign</i> © 2018 General Motors. All rights reserved.

	<i>and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i>
Correction	Dealers are to replace the pretensioner and side shield for all customers that experience a broken pretensioner cable or come to a dealership with excessive wear on the cable sleeve. The repairs will be made at no charge to the customer.

Parts Information

Quantity	Part Name	Part No.
1	Pnl-Side Shield - Two Way Manual LH Remote Recline - Dark Ash Grey	84233205
1	Pnl-Side Shield - Two Way Manual LH Remote Recline and Manual Lumbar - Dark Ash Grey	84233193
1	Pnl-Side Shield - Two Way Manual LH Remote Recline and Manual Lumbar - Jet Black	84233192
1	Pnl-Side Shield - Power LH - Jet Black	84233195
1	Pnl-Side Shield - Power LH - Dark Grey	84233196
1	Pnl-Side Shield - Power LH - Dune	84233200
1	Pnl-Side Shield - Power LH - Cocoa	84233199
1	Tensioner Kit - Driver Seat Belt - Jet Black	19356262
1	Tensioner Kit - Driver Seat Belt - Dune	19356264
1	Tensioner Kit - Driver Seat Belt - Cocoa	19356267
1	Tensioner Kit - Driver Seat Belt - Dark Ash Grey	19356263

Important: Through GM's continuous improvement process, the above listed parts have been determined to be the most effective design when performing this repair. **Use only the parts listed above** for this repair. The EPC may identify different part numbers for these components, do not use the parts listed in the catalog. Only order the color you need from the list above.

Note: Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Therefore, dealers should order **as CSO only**. Please **do not place orders as SPAC**;

it will delay shipment of the order and will not provide visibility. Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.

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

Warranty Information

Labor Code	Description	Labor Time	Trans. Type	list distribution/regions,if applicable]Net Item
9900525	Inspect Only - No Repair Required	0.2	ZREG	N/A
9900526	Replace Front Seat Belt Anchor Plate Tensioner and Cushion Outer Finish Cover (Includes Inspection and Disposal of Pyrotechnic Device)	0.6	ZREG	N/A
9900527	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900528	Customer Reimbursement Denied - For USA dealers only	N/A	ZREG	**

* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

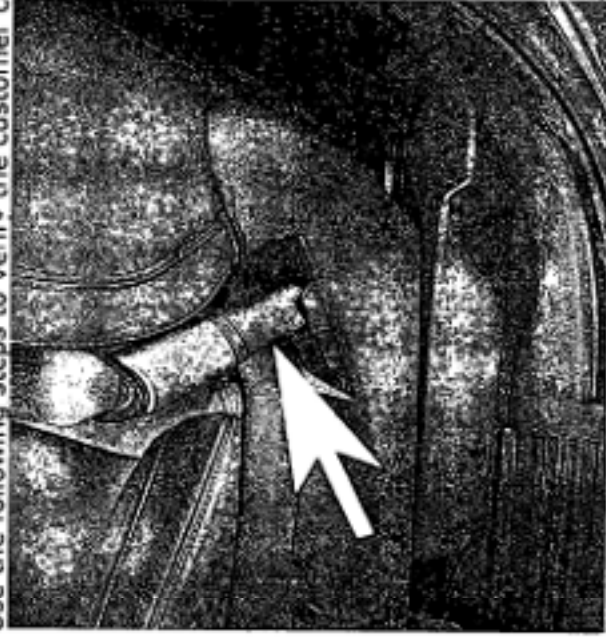
For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

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

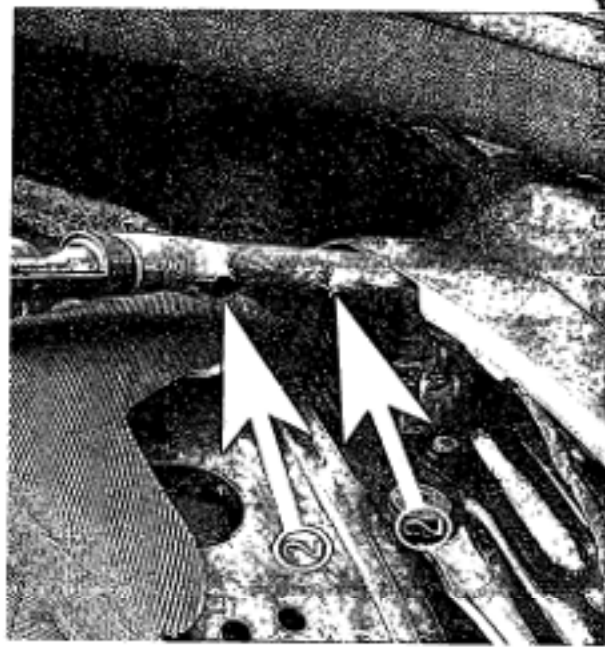
Service Procedure

Inspection Procedure

1. Use the following steps to verify the customer concern.



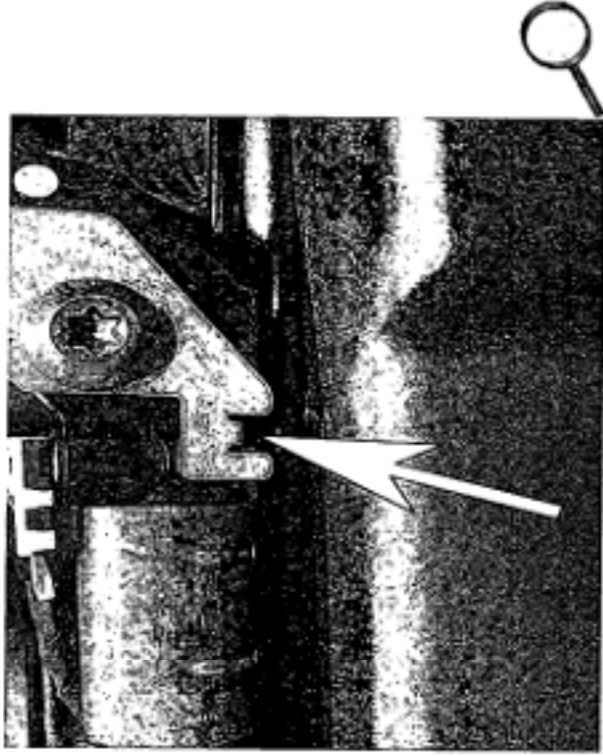
2. Inspect the seat belt tensioner cable cover for damage. Inspect the complete cable cover from the base of the cable to the buckle.



This damage will be in the form of holes (1) or splitting (2).

- If any **damage** is found, replace the driver side front seat belt anchor plate tensioner and the front seat cushion outer finish cover.
- If no damage is found, inform the customer that the special coverage condition is not present on their vehicle at this time.

Replacement Procedure



Note: If a tensioner bracket was installed as part of a previous service, discard the bracket. The new replacement front seat belt anchor plate tensioner design eliminates the need for the bracket.

1. Replace the driver side front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
2. Replace the driver side front seat cushion outer finish cover. Refer to *Front Seat Cushion Outer Finish Cover Replacement* in SI.

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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

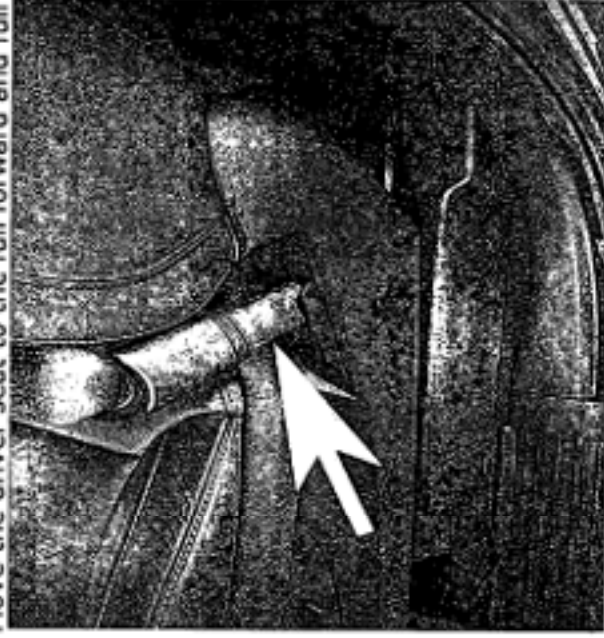
Customer Reimbursement

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 July 31, 2019. 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.

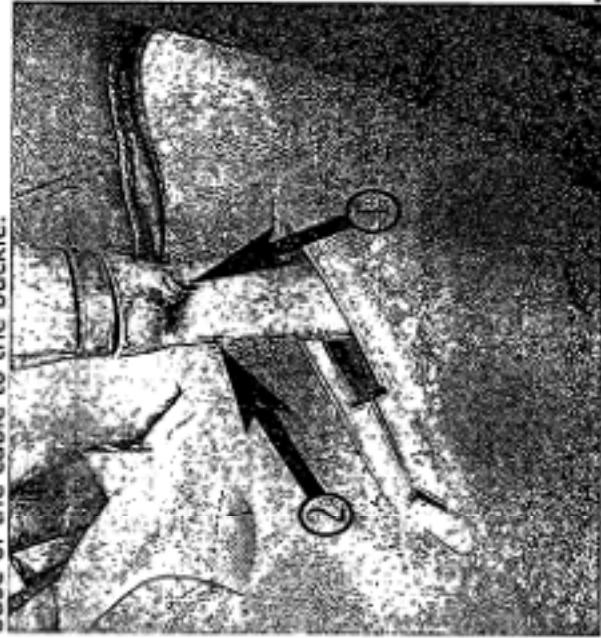
Customer Inspection Procedure

Use the following steps to verify the condition of the seat belt tensioner cable cover.

1. Move the driver seat to the full forward and full down position.



2. Inspect the seat belt tensioner cable cover for damage. Inspect the complete cable cover from the base of the cable to the buckle.



This damage will be in the form of holes (1) or splitting (2).

- If **any damage** is found, take the vehicle to the dealer for service.
- If no damage is found, the special coverage condition is not present on the vehicle at this time.

July 2018

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

Dear General Motors Customer:

As the owner of a 2015-2017 model year Chevrolet Silverado or GMC Sierra, your satisfaction with our product is very important to us.

This letter is intended to make you aware that in certain 2015-2017 model year Chevrolet Silverado LD and GMC Sierra LD, and a limited number of 2016 model year Chevrolet Silverado HD and GMC Sierra HD vehicles, if a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur, ~~years can be extended~~ ~~years of life~~, which is very rare, the seat belt

pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the vehicle's seat belts. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield.

What We Have Done:General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015-2017 model year Chevrolet Silverado LD or GMC Sierra LD, or 2016 model year Chevrolet Silverado HD or GMC Sierra HD within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do:Please perform the inspection procedure enclosed with this letter, and follow the instructions provided. If you are not comfortable performing this inspection, please take your vehicle to a General Motors dealer and they will perform this inspection free of charge. If you've performed the inspection and believe your vehicle has the condition described above, please take your vehicle to your GM dealer for repair. For the repair to qualify for this special coverage, it must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: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 July 31, 2019, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). *Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.*

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor

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Executive Director

North America Contact Center Operations

Enclosures

18127

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION