

GM SERVICE AND PARTS OPERATIONS
DCS2029
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 25, 2008

Subject: 08016 - Noncompliance Recall
Head Impact Protection – Increased Protection
Erroneous Customer Notification

Models: 2006-2008 Chevrolet HHR
Without Roof-Rail Airbags
U.S. Vehicles Only

To: All Chevrolet Dealers

Attention: Service Manager, Parts Manager, and Warranty Administrator

General Motors announced Noncompliance Recall 08016 on March 26, 2008. The total number of U.S. vehicles involved is 181,516.

On April 2, 2008 recall notification letters were mailed to all involved vehicle owners of record. However, upon further investigation, we have discovered that 382 of these vehicles are in fact equipped with roof-rail airbags (RPO ASF). Therefore, these vehicles will not experience the condition described in the bulletin and should not be included in this recall.

To help correct this mistake and avoid unnecessary repairs, we have “manually closed” recall 08016 in the Required Field Actions section of GMVIS for each affected vehicle.

These records can be easily identified by the absence of a paid claim for this recall in the Claim History section. This means that recall labor operation V1786 will not be displayed in the subject vehicle’s warranty history.

In such cases, please explain this error to the customer and assure him/her that even though they received a letter, their vehicle does not need the repair required for this recall.

We apologize for any confusion or inconvenience this error may cause. Please contact the GM Dealer Business Center (DBC) if you have any questions about this issue.

END OF MESSAGE
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