



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 17, 2011

MS. CARMEN BENAVIDES  
DIRECTOR, PRODUCT INVESTIGATIONS  
AND SAFETY REGULATIONS  
GENERAL MOTORS LLC  
MAIL CODE: 480-210-2V1  
30001 VAN DYKE ROAD  
WARREN, MI 48090-9020

NVS-215kjs  
11V-543

**SUBJECT: MALFUNCTION OF THE DUAL-STAGE AIR BAG**

**DEAR MS. BENAVIDES:**

This letter serves to acknowledge General Motors, LLC's (GM) notification to the National Highway Traffic Safety Administration (NHTSA) of a noncompliance with Federal Motor Vehicle Safety Standard No. 208, "Occupant Crash Protection", in the vehicles described below for which a safety recall campaign shall be conducted pursuant to Federal law.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
CHEVROLET/EXPRESS/2012  
GMC/SAVANA/2012

**NHTSA Campaign Number:** 11V-543      **Mfg's Report Date:** November 10, 2011

**Components:** AIR BAGS

**Potential Number of Units Affected:** 1,798

**Summary:**

GM IS RECALLING CERTAIN MODEL YEAR 2012 CHEVROLET EXPRESS AND GMC SAVANA VEHICLES MANUFACTURED FROM JUNE 2, 2011, THROUGH OCTOBER 17, 2011. THE SECOND STAGE OF THE DUAL-STAGE AIR BAG WILL NOT INFLATE IN A SEVERE FRONTAL IMPACT. ACCORDINGLY, THE AIR BAGS FAIL TO CONFORM TO THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY NO. 208, "OCCUPANT CRASH PROTECTION."

**Consequence:**

AN IMPROPERLY DEPLOYED AIR BAG WILL INCREASE THE RISK OF INJURY TO THE OCCUPANT.

**Remedy:**

GM WILL NOTIFY OWNERS, AND DEALERS WILL INSTALL A NEW FRONT PASSENGER AIR BAG FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING NOVEMBER 2011. OWNERS MAY CONTACT GMC AT 1-800-462-8782 OR CHEVROLET AT 1-800-222-1020.

**Notes:**

GM'S RECALL CAMPAIGN NUMBER IS 11302. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

We have received GM's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

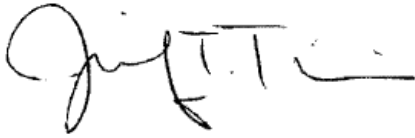
Please be reminded of the following:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227, by email at [Kelly.Schuler@dot.gov](mailto:Kelly.Schuler@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you for the successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name "Jennifer" written in a larger, more prominent script than the last name "Timian".

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement