

GM CUSTOMER CARE AND AFTERSALES
DCS3766
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 4, 2015

Subject: Process Change for the Return of Un-Deployed Air Bag Inflator Modules for Safety Recalls 14491, 14735, 15406, and Upcoming Safety Recall 15438

Models: 2003-2007 Pontiac Vibe
2007-2008 Chevrolet Silverado 2500/3500 HD
2007-2008 GMC Sierra 2500/3500 HD

To: All General Motors Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, Used Vehicle Sales Manager, and Warranty Administrator

Process change for the return of un-deployed Takata air bag inflator modules for safety recalls 14491, 14735, 15406, and upcoming safety recall 15438.

Effective immediately, all un-deployed air bag inflator modules that have been replaced in accordance with the service procedures provided in safety recall bulletins 14491, 14735 or 15406 may now be palletized and returned in bulk to Takata, the inflator module manufacturer.

For dealers located in the U.S. contiguous forty-eight states, this process change eliminates the requirement to return each inflator module individually via FedEx Ground and will also apply to safety recall 15438 when it is released.

The ability for dealers to schedule a monthly less-than-truckload (LTL) pick-up will improve dealer efficiency by minimizing material handling and paperwork requirements. Takata has made arrangements with Stericycle, a product recall services company, to facilitate a monthly pick-up at individual dealerships. Dealers will call Stericycle to schedule the LTL pick-up and for instructions if they have less than one over-packed pallet (200 inflator modules) to return.

The new shipping instructions along with required shipping documents will be included in the box with each replacement inflator module ordered from GMCCA. The shipping instructions will also explain how to use this new process to return inflator modules that have FedEx Ground paperwork and labels from the previous return process. It is important that the instructions, the shipping documents and the box not be discarded as they will be needed to return each suspect inflator module. This new process is applicable to the forty-eight

contiguous U.S. states only. Dealers located in Alaska and Hawaii will continue to contact Takata directly for shipping instructions.

Dealers located in Canada should follow the separate return instructions for Canadian dealers, also included in the replacement inflator module box. Accommodations will be made for Canadian dealers who are not able to accumulate 200 inflator modules every thirty days.

The shipping instructions are self-explanatory and copies of the U.S. and Canadian documents are attached to this message for your review. Any questions or concerns should be emailed to Takata. *InflatorCampaign@menloworldwide*.

This process change does not supersede or remove the requirement for the person packing and shipping the un-deployed air bag inflator module to have received hazardous material training as per section 1.7.4.1 of the GM Service Policies and Procedures Manual with the pertinent training records on file at the dealership.

END OF MESSAGE
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