

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4306
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 6, 2017

Subject: 15438 - Safety Recall
Front Passenger Air Bag Inflator
Vehicles Currently Registered or Previously Registered in Alabama,
Florida or Puerto Rico

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

To: All General Motors Dealers

General Motors is releasing Safety Recall 15438 today. Due to limited parts availability, this safety recall is being released in segments. The mailing of recall notification letters will be staged based on the propensity of a geographic area to consistently experience high-absolute humidity. High-absolute humidity has been determined to be an underlying factor in the manifestation of the defect described in the attached bulletin.

The first segment will consist of involved vehicles currently registered or previously registered in Alabama, Florida or Puerto Rico. Dealers are requested to service customer owned vehicles first and to refrain from servicing involved vehicles in their inventory, unless a bona fide sale/delivery is pending. Additional segments will be implemented as sufficient parts become available. The total number of U.S. vehicles involved in the first segment is approximately 18,000.

An initial supply of the parts required to complete this recall will be pre-shipped to involved dealers of record located in Alabama, Florida and Puerto Rico only. This pre-shipment is scheduled to begin and conclude the week of January 3, 2017. Pre-shipped parts will be charged to dealer's open parts account.

Customer Letter Mailing

The customer letter mailing is tentatively scheduled to begin on January 13, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated on January 7, 2017. The status of involved vehicles currently registered or previously registered in Alabama, Florida or Puerto Rico will change from "Incomplete – Remedy not yet available" to "Open". A field action release date will also appear. The status of

all other involved vehicles not currently registered or previously registered in Alabama, Florida or Puerto Rico will remain as "Incomplete – Remedy not yet available". The field action release date will also remain as "N/A". These vehicles will be included in future segments as additional parts become available. Dealers should take no action to repair these vehicles until instructed to do so.

END OF MESSAGE
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