

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS4579

URGENT – DISTRIBUTE IMMEDIATELY

Date: October 2, 2017

Subject: Takata Air Bag Completion Rate Improvement Program
Applicable to GM Recalls 14491, 14735, 15041, 15043, 15406, 15438,
15815, 15816, 15817, 15826, 28810 and 28811

Models: 2003-2010 Pontiac Vibe
2006-2011 Saab 9-3
2006-2009 Saab 9-5
2008-2009 Saturn Astra
2007-2008 Chevrolet Silverado HD
2007-2008 GMC Sierra HD

To: All Chevrolet, Buick, GMC and Cadillac Dealers

The National Highway Traffic Safety Administration (NHTSA) is overseeing efforts across all vehicle manufactures to help improve completion rates for the Takata air bag recall. Therefore, General Motors is executing a Takata Completion Rate Improvement Program effective October 1, 2017 through December 31, 2017. This program is only applicable to the 12 safety recalls identified above.

The three elements of the program are:

1. A \$25.00 dealer completion bonus for the replacement of Takata air bag inflators is now available. To qualify for the bonus, the recall repair must be performed at a GM dealership from October 1, 2017 through December 31, 2017 and the used air bag inflator returned as per applicable shipping instructions.
2. Dealers are authorized to provide alternate transportation to affected vehicle owners while their vehicle is at a GM dealership for performance of an eligible Takata air bag recall between October 1, 2017 and December 31, 2017. This could include one-way or two-way shuttle service, one half-day vehicle rental or one full-day vehicle rental.
3. A \$25.00 MasterCard reward card offer will be sent to select owners of vehicles involved in the Takata air bag recall. Owners who have their vehicles repaired between October 1, 2017 through December 31, 2017 can redeem their offer online and will be mailed a \$25.00 MasterCard reward card. Note that recalls 15438 and 15817 (2007-2008 model year Chevrolet Silverado HD and GMC Sierra HD) are not included in this offer.

In order to facilitate this program, all applicable recall bulletins have been revised accordingly and are attached for immediate reference. Please discard all previous copies of these bulletins.

For more information about this program, please refer to GM GlobalConnect Message #GCUS-9-4734, dated September 28, 2017 or contact your District Manager – Aftersale.

Please delay the submission of any repair transactions until the electronic Service Information (eSI) system and Global Warranty Management (GWM) system have been updated. We anticipate that this will be completed on October 4, 2017.

END OF MESSAGE
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