

GM CUSTOMER CARE AND AFTERSALES
DCS3669
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 29, 2015

Subject: Upcoming Safety Recall 15438
Front Passenger Airbag Inflator
GM Media Statement and Q&As

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

To: All Chevrolet and GMC Dealers

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

Provided below, for your immediate reference, is the GM media statement which was released today.

General Motors is recalling 330,198 2007 and 2008 model year full-size Chevrolet Silverado heavy duty and GMC Sierra heavy duty pickup trucks in the U.S. to replace the passenger air bag inflators manufactured by TK Holdings Inc. (Takata). This recall implements Takata's air bag inflator equipment recall announced on May 19, 2015 (NHTSA recall number 15E-041). GM is not aware of any humidity-related ruptures in Takata air bag inflators in any GM-badged vehicles in the field and knows of no crashes, injuries, fatalities or complaints regarding air bag performance in these vehicles. Including Canada and exports, the total number of vehicles being recalled is 374,715.

Also included are some Q&As to assist you with responding to customer questions or concerns.

Q1. What is the condition?

A1. Takata has issued an equipment recall for the SPI passenger airbag inflators that were installed as original equipment on the 2007 and 2008 Chevrolet Silverado 2500/3500 heavy duty and GMC Sierra 2500/3500 heavy duty models only. According to information provided to NHTSA by Takata, there is a risk that, in a crash, these passenger air bag inflators could deploy too forcefully, causing the inflator to rupture and increase the risk of air bag inflation injuries.

Q2. What is the cause?

A2. The principal root cause is still under investigation by Takata, which has determined some aged inflators from areas of high absolute humidity and high temperatures may rupture when deployed in a crash. Evidence from airbags returned to Takata from other vehicle manufacturers indicates moisture intrusion into the inflator from high humidity, along with temperature cycling, can cause changes in the propellant, which can result in generating gas more rapidly during deployment. The increase in pressure generated by the propellant with this condition may exceed the design tolerance of the inflator chamber, which may cause the inflator assembly to fragment during air bag deployment in a crash.

Q3. Are the vehicles safe to drive?

A3. GM is complying with Takata's equipment recall announcement. GM is aware of no incidents to date of humidity-related inflator ruptures in any GM vehicles in the field.

Q4. When were the vehicles built?

A4. December 2006 to August 2008

Q5. What does the repair involve and how long will it take?

A5. NHTSA will be coordinating an industry-wide, national remedy program based on priority and relative risk. When parts are available, the repair should take less than an hour. Dealers will replace the existing passenger airbag inflator with a new inflator.

Q6. How will I know if my vehicle has this issue?

A6. Customers will receive a letter when replacement parts are available. In the meantime, owners can look on the Safercar.gov (NHTSA) website and check to see if their VIN is included. Owners can also go to the GM recall center website and check their VIN to see if it has an open recall (<https://my.gm.com/na-gm/recalls>)

Q7. Will I be provided a rental/loaner vehicle while my vehicle is being repaired?

A7. Please work with your dealer for specific questions or concerns you may have.

Q8. Is this a regional or national recall?

A8. This is a national recall for the 2007 and 2008 Chevrolet Silverado 2500/3500 heavy duty models only and GMC Sierra 2500/3500 heavy duty models only. (If asked: Light-duty full-size pickups from those model years used a different air bag system.)

Q9. What other GM models use air bag inflators being recalled by Takata?

A9. The 2003 through 2007 Pontiac Vibe, manufactured by NUMMI (under partnership with Toyota) and the 2005 Saab 9-2X, manufactured by Subaru, are the only other GM-badged vehicles affected by this Takata equipment recall.

END OF MESSAGE

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