

GM CUSTOMER CARE AND AFTERSALES
DCS3846
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 19, 2015

Subject: Upcoming Safety Recall 15567
Seat Position Sensor Incorrectly Serviced
Customer Advisory Letter Mailing

Models: 2014 Chevrolet Caprice PPV
2014 Chevrolet SS

To: All Chevrolet Dealers

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

On October 7, 2015, all Chevrolet dealers were advised via GM GlobalConnect Message # GCUS-3-309 of upcoming safety recall 15567. This product field action involves certain 2014 model year Chevrolet Caprice PPV and Chevrolet SS vehicles. The total number of U.S. involved vehicles is 22.

GM has decided that a defect which relates to motor vehicle safety exists in certain 2014 model year Chevrolet Caprice PPV and Chevrolet SS vehicles that received replacement seat base assemblies during repair service. In some of these serviced vehicles, dealers may not have transferred the seat position target bracket from the original seat base to the replacement seat base during service where seat base replacement was required. The target bracket is used by the seat position sensor to help determine the proper level of airbag deployment in the event of a crash. In a crash, if the seat position sensor does not have a target bracket to read, and the seat is in a forward position, the airbag may deploy at a force greater than intended. If the airbag deploys at a higher than intended level during a crash, there is an increased risk of injury.

As required by the National Highway Traffic Safety Agency (NHTSA), on November 20, 2015, GM will mail an advisory letter to each involved customer of record informing them of this safety recall even though the parts needed to repair these vehicles are not currently available. The letter explains that when parts are available, their dealer will inspect their vehicle to determine if the seat position target bracket is present. If the seat position target bracket is not present, their dealer will install a replacement seat frame equipped with a target bracket at no charge. The letter also advises that when parts are available, they will receive another letter instructing them to contact their dealer to arrange a service appointment for this inspection and possible repair. A copy of the letter is attached to this message.

The Investigate Vehicle History screen in the Global Warranty Management system has been updated for this upcoming safety. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries. Please note the "N/A" under Release Date and the "Incomplete – Remedy Not Yet Available" message under Status. This means release of the recall bulletin is still pending and dealers should not attempt to perform any repairs at this time.