

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



# IMPORTANT SAFETY RECALL

August 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2014-2015 model year Chevrolet Impala vehicles equipped with front vented-heated passenger seats fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 208 S.19.2, "Occupant Crash Protection." As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM noncompliance recall 15400.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The automatic-occupant sensing (AOS) system in these vehicles may contain a calibration-learning error that will cause the AOS system to fail to suppress the front passenger airbag when an infant seat is placed in the front-passenger seat. If this condition is present in your vehicle, the front-passenger airbag status light will indicate that the airbag is "on" when the passenger seat is not occupied or is occupied by an infant. Additionally, the front-passenger seat's safety-belt warning light and chime may turn on when the passenger seat is not occupied and the seatbelt is not buckled. If the vehicle is involved in a crash that causes the front-passenger airbag to deploy and an infant or small child is in the front-passenger seat, the airbag deployment may injure the child.

### What will we do?

Your GM dealer will correct the calibration-learning error by preconditioning the empty seat and resetting the seat zero-value in the electronic control unit (ECU). This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 25 minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

### Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 15V465.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

GM Recall #15400