



VEHICLE SAFETY TEAM

PRESORTED  
FIRST-CLASS  
MAIL  
U.S. POSTAGE  
PAID  
EPSILON

<Company>  
<Address>  
<City> <State> <Zip>

## YOUR RECALL REPAIR IS COMPLETE. HOWEVER, YOUR POWER LIFTGATE STRUTS WILL EXPERIENCE WEAR FROM NORMAL USE

As you continue to use the liftgate on your [Year] [Make] [Model], watch for signs that the gas struts need to be replaced.

\*\*\*\*\*AUTO\*\*MIXED AADC 450  
9999999999999999 CV-011676

Sam Sample  
1234 Main Street  
Anywhere, ST 12345



15240-112916

X MR



VEHICLE SAFETY TEAM

## THANK YOU FOR COMPLETING YOUR POWER LIFTGATE RECALL REPAIR

Please be aware, however, that liftgate struts experience wear from normal usage and may eventually need to be replaced.

See inside for details.



# YOUR POWER LIFTGATE STRUTS MAY EVENTUALLY NEED TO BE REPLACED



Your vehicle's power liftgate software is up to date and your liftgate struts have been inspected (and replaced if necessary), thanks to your recall repair (#15240). These gas struts that hold up your liftgate will experience wear and tear from normal usage. If they get too worn over time, the liftgate could close unexpectedly and possibly injure you or your loved ones.

**SAMPLE DEALER**  
**12345 SOME RD**  
**CITY, MI 48170-4203**

**(XXX) XXX-XXXX**

## THIS MESSAGE CONCERNS YOUR:

**[YEAR][BRAND][MODEL](VIN#[XXXXXXXXXXXXXXXXXX])**  
**[YEAR][BRAND][MODEL](VIN#[XXXXXXXXXXXXXXXXXX])**  
**[YEAR][BRAND][MODEL](VIN#[XXXXXXXXXXXXXXXXXX])**  
**[YEAR][BRAND][MODEL](VIN#[XXXXXXXXXXXXXXXXXX])**

## WARNING SIGNS THAT YOUR LIFTGATE STRUTS MAY NEED TO BE REPLACED

Please keep this mailer for reference and schedule a service appointment immediately if you notice any of the following:

- The liftgate opens partially, then reverses and closes unexpectedly.
- The liftgate closes rapidly or unexpectedly (instead of making a slow, controlled close).



Any Chevrolet, Buick, GMC or Cadillac dealer can perform this service and repair (if necessary).

## QUESTIONS

 **1-866-467-9700**

## MORE RECALL INFO

 **[my.gm.com/recalls](http://my.gm.com/recalls)**

## FIND ANOTHER DEALER

 **[mycertifiedservice.com/dealer](http://mycertifiedservice.com/dealer)**

# PUEDE QUE CON EL TIEMPO NECESITE REEMPLAZAR LOS AMORTIGUADORES DE LA PUERTA TRASERA ELÉCTRICA

Gracias por completar la reparación de la llamada a revisión de seguridad de la puerta trasera (#15240). Ese problema ya está resuelto. Sin embargo, los amortiguadores de gas que sujetan la puerta trasera eléctrica sufrirán desgaste por uso normal. Si se desgastan mucho, la puerta trasera puede cerrarse de manera inesperada y posiblemente provocarles lesiones a usted y a sus seres queridos. Por tanto, cuando note alguna de las siguientes señales de advertencia, comuníquese con su concesionario, ya que tal vez deba reemplazar los amortiguadores:

- La puerta trasera se abre parcialmente, luego se devuelve y se cierra de manera inesperada.
- La puerta trasera se cierra rápidamente o de forma inesperada (en vez de cerrarse de forma lenta y controlada).