

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4533
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 16, 2017

Subject: Cadillac Dealers Servicing Saab Vehicles with Open Recalls

Models: 2006-2011 Saab 9-3
2006-2009 Saab 9-5
Requiring Replacement of a Takata Air Bag

To: All Cadillac Dealers

The National Highway Transportation Safety Administration (NHTSA) has requested that General Motors help facilitate the repair of certain Saab vehicles involved in the ongoing Takata air bag recall. Since GM's previous association with Saab involved Cadillac dealerships selling and servicing Saab vehicles, it was determined that re-engagement of the Cadillac dealer body for this purpose would be the best course of action.

To initiate this program, GM will release recall bulletins 15141 and 15143 authorizing all Cadillac dealers to begin replacing Takata air bags on the Saab vehicles. The bulletins will provide detailed instructions for parts ordering, vehicle repair and warranty transaction submission. The following actions are also being implemented in support of this program:

- Display the involved Saab VINs on the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system.
- Allow dealers to obtain required parts through the normal GMCCA parts ordering process.
- Display the GM recall bulletins in the Electronic Service Information (eSI) system for easy reference.
- Allow dealers to submit a regular ZFAT transaction for payment through the GM warranty system. Currently, for those GM dealers still operating an Official Saab Service Center, payment is directly from Saab.
- Provide dealers with a Welcoming Saab Owners guide focused on leveraging "The Cadillac Way" in providing a truly memorable customer experience (see attached).

GM will continue to manage the exchange of data and other information with Saab to ensure program continuity. Dealers should report any issues or concerns related to this program to their local GM representative for resolution. At this time, the facilitation of other Saab safety recalls by Cadillac dealers is not being implemented.

END OF MESSAGE
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