



To: All Chevrolet, Buick-GMC and Cadillac Dealers

Subject: Takata Preliminary Recall Dealer Reference Tool

Date: June 3, 2016

This is a follow-up to my 06/02/16 leadership message (Reference Number: GCUS-6-272) regarding GM's filing its own preliminary recall to identify its vehicles affected by Takata's recent Defect Information Report regarding passenger side airbags that use ammonium nitrate as the propellant and do not contain a chemical drying agent, also known as a desiccant. GM's preliminary recall covers 2007-2011 model full-size pickups and SUVs in certain parts of the United States that experience moderate to high levels of temperature and humidity.

As I mentioned, we recognize that this is a complex issue that may cause confusion and concern among our customers. In response to your requests for further help in addressing these concerns and to share relevant information about the safety and performance of their GM vehicles, the attached document has been created which should not be shared with customers. **It summarizes the information in my previous message and should facilitate dealership staff in answering customer questions relative to this Preliminary Recall.**

To reinforce my previous message, please note the following:

- GM shares NHTSA's commitment to customer safety and we will continue to work closely with the agency and share information about the performance of the inflators in our vehicles.
- If we conclude at any time that the safety of our customers is at risk from these inflators, we will take appropriate action.
- We are in discussions with NHTSA regarding when it would be appropriate to send out customer letters explaining this preliminary recall. We also continuing to discuss remedy plans with NHTSA.

Thank you for your support and understanding.

A handwritten signature in black ink that reads "Steve Hill".

Steve Hill
U.S. Vice President – Sales and Service

