

GM CUSTOMER CARE AND AFTERSALES  
DCS4127  
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 29, 2016

Subject: Safety Recalls 49151 and 49152 - Takata Air Bag Inflators  
IVH Screen Updated in GWM System  
Customer Advisory Letter Mailing

Models: 2007-2011 Cadillac Escalade, Escalade ESV, Escalade EXT  
2007-2011 Chevrolet Avalanche, Silverado 1500, Suburban, Tahoe  
2007-2011 GMC Sierra 1500, Yukon, Yukon XL  
2009-2011 Chevrolet Silverado 2500/3500  
2009-2011 GMC Sierra 2500/3500

To: All Cadillac, Chevrolet and GMC Dealers

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

The purpose of this message is to advise dealers that the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for safety recalls 49151 and 49152. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries. Additionally, please be advised that the mailing of customer advisory letters began on July 18, 2016 and will take several weeks to complete. Attached is a generic copy of the letter for your review. The actual letters received by customers will be personalized.

Recall 49151 involves all 2007-2011 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Silverado 1500, Avalanche, Tahoe, Suburban; GMC Sierra 1500, Yukon, Yukon XL; 2009-2011 model year Chevrolet Silverado 2500/3500; and GMC Sierra 2500/3500 vehicles that are or have ever been registered in states and U.S. territories with the greatest temperature cycling and absolute humidity. This includes vehicles in Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico, American Samoa, Guam, the Northern Mariana Islands (Saipan) and the U.S. Virgin Islands. For future parts distribution purposes, this recall covers all "Zone A" vehicles as designated by the National Highway Traffic Safety Administration (NHTSA).

Recall 49152 involves all 2007-2008 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado 1500, Suburban, Tahoe; and GMC Sierra 1500, Yukon, Yukon XL vehicles that were never registered in the Zone A region above and that are or have ever been registered in states with moderate temperature cycling and absolute humidity. This includes vehicles in Arizona, Arkansas, Delaware, District of

Columbia, Illinois, Indiana, Kansas, Kentucky, Maryland, Missouri, Nebraska, Nevada, New Jersey, New Mexico, North Carolina, Ohio, Oklahoma, Pennsylvania, Tennessee, Virginia and West Virginia. For future parts distribution purposes, this recall covers all "Zone B" vehicles as designated by NHTSA.

Both of these recalls will be implemented when replacement parts are available, unless GM is able to prove to NHTSA's satisfaction that the inflators in its vehicles do not pose an unreasonable risk to safety. Until such time, the IVH screen in the GWM system will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

**However, dealers may continue to accept vehicles involved in these recalls as trade-ins, and may resell the vehicles provided the existence of the safety recall is disclosed to the customer. Provided below is suggested customer disclosure language, but each dealer must ensure that its disclosure complies with any applicable laws:**

**"This vehicle contains a Takata air bag inflator that is covered by NHTSA recall number 16V381 (GM 49151) or 16V383 (GM 49152). GM believes the vehicle is presently safe to drive. You will be notified when there is a need to take action with respect to this vehicle. For more details, go to [www.gmtakataairbag.com](http://www.gmtakataairbag.com)."**

At this time, neither of these safety recalls applies to like make and model vehicles currently located in other states and areas not identified as ever registered in Zone A or Zone B. For future parts distribution purposes, these vehicles have been designated by NHTSA as "Zone C" vehicles.

Additional information will be provided as it becomes available.

END OF MESSAGE  
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