



To: All Chevrolet, Buick, GMC and Cadillac Dealers

Subject: Takata Airbag Update

Date: June 2, 2016

I am writing to share important news about NHTSA's ongoing investigation into the performance of Takata airbag inflators.

As you know, there are a number of significant recalls involving vehicles with certain Takata air bag inflators that use ammonium nitrate as the propellant and do not contain a chemical drying agent, also known as a desiccant. The propellant in some types of Takata airbag inflators can degrade over time, especially in hot and humid regions. If the propellant degrades to a certain level, the inflators may rupture during deployment, causing serious or fatal injuries. There have been several recalls involving 28.8 million vehicles from various manufacturers as a result of this issue.

On May 16, at NHTSA's request, Takata issued a Defect Information Report, or DIR, that expands the population to include different inflators that are used by GM and more than a dozen other manufacturers. NHTSA stated that Takata's filing of its DIRs triggered "the vehicle manufacturers' obligations to file DIRs and conduct recalls." As a result, GM is filing its own preliminary recall to identify its vehicles affected by Takata's recent DIR. GM's preliminary recall covers the passenger-side airbag inflators used on 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.

Here are some important facts about this filing for you and our customers:

- Customer safety is our top priority and we believe **these vehicles are safe to drive.**
- We have had **zero reports** of inflators rupturing in these vehicles since the start of production. This covers an estimated 44,000 crash deployments.
- The GM Takata inflators are **different** from the Takata inflators that have ruptured in other types of vehicles.



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- We believe our vehicles equipped with these passenger-side inflators are safe today due to the unique vehicle design characteristics of GM trucks, combined with the specific characteristics of the unique GM Takata inflators designed specifically for our trucks. As such, we are continuing our discussions with NHTSA to coordinate future activities.
- GM expects to provide NHTSA with additional test data, analysis or other relevant and appropriate evidence in support of its belief that GM vehicles do not pose an unreasonable risk to safety at this time.

NHTSA concluded that the Takata non-desiccated ammonium nitrate frontal inflators “do not pose an unreasonable risk to safety under the Safety Act until they reach a certain level of propellant degradation.”

Both NHTSA and Takata agree that propellant degradation and the risk of rupture is not the same for every vehicle. Takata told the agency the risk varies “in different vehicle makes and models, and in different inflator and propellant configurations.” NHTSA acknowledges that “the potential for propellant degradation...will vary considerably depending on the type of inflator at issue and the specific vehicle makes and models in which the inflators were installed.”

The Takata passenger-side airbag inflators used in these trucks and SUVs are a variant engineered specifically for these GM vehicles, and include features such as greater venting, unique propellant wafer configurations, and machined steel end caps. The inflators are packaged in the instrument panel in such a way as to minimize exposure to moisture from the climate control system.

Importantly, these full-size trucks and SUVs have features and attributes that minimize the maximum temperature to which the inflator will be exposed, such as large interior volumes and standard solar absorbing windshields and side glass.

We will continue to monitor field data to confirm that the passenger airbag system in these vehicles keeps performing as designed. In addition, we have engaged a third party expert to conduct an environmental condition study that will simulate long-term temperature cycling in GM vehicles.

We are also establishing a parts return program focusing on high humidity regions and we will use computerized axial tomography (CAT) scans to assess the condition of the returned inflators.



In the meantime, 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 continue to discuss remedy plans with NHTSA.
- It may take up to three weeks to load the VINs of affected vehicles into GM and NHTSA databases due to the complexity of the recall, including the fact that there are three distinct geographic zones designated "A," "B," and "C."

Zone A includes Alabama, California, Florida, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico, American Samoa, Guam, the Northern Mariana Islands (Saipan) and the U.S. Virgin Islands.

Zone A applies to the following vehicles:

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

Zone B includes 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.

Zone B applies to the following vehicles:

- 2007-2008 Chevrolet Silverado 1500, Avalanche, Tahoe, Suburban
- 2007-2008 GMC Sierra 1500, Yukon, Yukon XL
- 2007-2008 Cadillac Escalade, Escalade EXT, Escalade ESV

Zone C includes all other areas and does not apply to our vehicles at this time.



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- When the VINs are available, the recall status for the affected vehicles will be listed on NHTSA’s website as “incomplete--remedy not available” and in GM’s system as “Prelim Recall – No Customer Action Req’d.”
- IMPORTANT: Dealers may continue to accept vehicles covered by this preliminary recall as trade-ins, and dealers may resell the vehicles **provided** the existence of the preliminary recall is disclosed.

Here 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 a preliminary recall, NHTSA Recall No. XXXX. GM believes the vehicle is safe to drive today and no action or repair is required at this time. You will be notified if and when there is a need to take action with respect to the vehicle’s air bag. For more details, go to www.gmtakataairbag.com.

Notes:

- Disclosure is required immediately for 2011 model year and older vehicles in Zone A and for 2008 model year and older vehicles in Zone B.
- Dealers in Zone C are not required to make a disclosure at this time.
- After VINs are loaded into IVH, dealers in all zones should check IVH to determine whether disclosure is needed.

We recognize that this is a complex issue that may cause confusion and unnecessary concern among our customers. With your help, we will do everything we can to address these concerns and share relevant information about the safety and performance of their GM vehicles.

Thank you for your support and understanding.



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



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