

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



# IMPORTANT SAFETY RECALL

January 2017

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

*Previously, you were notified that your 2016 model year Cadillac Escalade, Escalade ESV, Chevrolet Silverado, Suburban, Tahoe, GMC Sierra, Yukon, Yukon XL or 2017 Chevrolet Silverado was involved in GM recall 42190. This letter is to inform you that parts are now available to repair your vehicle.*

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2016 model year Cadillac Escalade, Escalade ESV, Chevrolet Silverado, Suburban, Tahoe, GMC Sierra, Yukon, Yukon XL and 2017 Chevrolet Silverado vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM recall 42190. Please check the label affixed to the FedEx envelope for your vehicle's VIN. Your vehicle's VIN is printed on this label below your name and address.
- **FOR YOUR SAFETY, DO NOT DRIVE YOUR VEHICLE UNTIL IT HAS BEEN REPAIRED.**
- Contact your GM dealer as soon as possible to have your vehicle transported by **flatbed** hauler to the dealership for repair. **Do not drive your vehicle to the dealership.**
- This service will be performed for you at **no charge**. You will also be provided with a courtesy vehicle while your vehicle is being serviced.

### Why is your vehicle being recalled?

Some of these vehicles may have been built with front upper control arms with a poor quality weld near the control arm's bushing. These poor quality welds could fail, causing the upper control arm to deform or separate from the bushing. If the weld were to fail, steering and directional control of the vehicle could be compromised, which could increase the risk of a crash.

### What will we do?

Your GM dealer will replace the left and right front upper control arms and realign the vehicle. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 2 hours and 20 minutes.

### What should you do?

You should contact your GM dealer as soon as possible to have your vehicle transported by **flatbed** hauler to the dealership for repair. A courtesy vehicle will be provided, if needed. **FOR YOUR**

**SAFETY, DO NOT DRIVE YOUR VEHICLE UNTIL IT HAS BEEN REPAIRED.**

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V256.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

GM Recall 42190