



Service Bulletin

File in Section: -

Bulletin No.: 18-NA-094

Date: August, 2018

INFORMATION

Subject: Takata Air Bag Completion Rate Improvement Program - Applicable to GM Recalls 14491, 14735, 15041, 15043, 15406, 15438, 15815, 15816, 15817, 15826, 17009, 28810 and 28811

Attention: Please direct this bulletin to the General Manager, Parts and Service Director, Parts Manager, Service Manager, Used Vehicle Sales Manager and Warranty Administrator.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado HD	2007	2008			All	All
GMC	Sierra HD	2007	2008				
Pontiac	Vibe	2003	2010				
Saab	9-3	2006	2011				
Saab	9-5	2006	2009				
Saturn	Astra	2008	2009				

Involved Region or Country	This program applies to U.S. dealers only and is designed to help facilitate higher completion rates for the safety recalls and vehicle models identified above.
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The National Highway Traffic Safety Administration (NHTSA) is overseeing efforts across all vehicle manufacturers to help improve completion rates for the Takata air bag recall. In support of this initiative, General Motors implemented a Takata Completion Rate Improvement Program on October 1, 2017. The program officially ended on December 31, 2017, but was extended through February 28, 2018 with modifications and then eventually extended through July 31, 2018.

Please be advised that the program has now been extended through December 31, 2018.

The program is designed to encourage dealers to actively follow-up with affected vehicle owners and assist them with scheduling a service appointment so that this serious safety defect can be corrected as quickly as possible.

\$50.00 Dealer Completion Bonus

The \$50.00 dealer completion bonus remains in effect for the replacement of Takata air bag inflators. To qualify for the bonus, the recall repair must be performed at a GM dealership from January 1, 2018 through December 31, 2018 and the used air bag inflator returned as per applicable shipping instructions. The GM recalls and vehicles identified in the following table are eligible for the \$50.00 dealer completion bonus.

Recall Number	Bulletin Subject	Division	Model	Model Year
14491	Front Passenger Air Bag Inflator Assembly	Pontiac	Vibe	2003-2007
14735	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2003-2005
15041	Driver Air Bag Replacement	Saab	9-3	2006-2011
			9-5	2006-2009

Recall Number	Bulletin Subject	Division	Model	Model Year
15043	Driver Air Bag Replacement	Saab	9-3 9-5	2006-2011 2006-2009
15406	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2004-2007
15438	Front Passenger Air Bag Inflator	Chevrolet GMC	Silverado HD Sierra HD	2007-2008
15815	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2008
15816	Front Passenger Air Bag Inflator	Pontiac	Vibe	2008
15817	Front Passenger Air Bag Inflator	Chevrolet GMC	Silverado HD Sierra HD	2007-2008
15826	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009-2010
17009	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009
28810	Takata Driver Air Bag	Saturn	Astra	2008-2009
28811	Takata Driver Air Bag	Saturn	Astra	2008-2009

For each eligible Takata air bag recall repair performed at a GM dealership from January 1, 2018 through December 31, 2018, dealers should submit for a \$50.00 dealer completion bonus via the GM Global Warranty System. Check the appropriate recall bulletin in the electronic Service Information (eSI) system for detailed submission instructions.

Courtesy Transportation Reimbursement

Even though the involved vehicles are well beyond courtesy transportation eligibility guidelines, dealers are authorized to provide alternate transportation to affected vehicle owners while their vehicle is at a GM dealership for completion of an eligible Takata air bag recall between January 1, 2018 through December 31, 2018. This could include one-way or two-way shuttle service, one half-day vehicle rental or one full-day vehicle rental with maximum reimbursement capped at one full-day vehicle rental.

The availability of courtesy transportation to these vehicle owners is very important in encouraging them to make their vehicle available as soon as possible for this serious safety related repair. When scheduling service appointments, it is imperative that dealers make sure these vehicle owners clearly understand that some form of courtesy transportation is available and will be provided at no charge while their vehicle is being repaired. The GM recalls and vehicles identified in the following table are eligible for courtesy transportation reimbursement.

Recall Number	Bulletin Subject	Division	Model	Model Year
14491	Front Passenger Air Bag Inflator Assembly	Pontiac	Vibe	2003-2007
14735	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2003-2005
15041	Driver Air Bag Replacement	Saab	9-3 9-5	2006-2011 2006-2009
15043	Driver Air Bag Replacement	Saab	9-3 9-5	2006-2011 2006-2009
15406	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2004-2007
15438	Front Passenger Air Bag Inflator	Chevrolet GMC	Silverado HD Sierra HD	2007-2008
15815	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2008
15816	Front Passenger Air Bag Inflator	Pontiac	Vibe	2008
15817	Front Passenger Air Bag Inflator	Chevrolet GMC	Silverado HD Sierra HD	2007-2008
15826	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009-2010
17009	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009

Recall Number	Bulletin Subject	Division	Model	Model Year
28810	Takata Driver Air Bag	Saturn	Astra	2008-2009
28811	Takata Driver Air Bag	Saturn	Astra	2008-2009

For each eligible Takata air bag recall repair performed at a GM dealership from January 1, 2018 through December 31, 2018 for which the vehicle owner requested courtesy transportation, dealers should submit for courtesy transportation reimbursement via the GM Global Warranty System. Check the appropriate recall bulletin in the electronic Service Information (eSI) system for detailed submission instructions.

In summary, the Takata Completion Rate Improvement Program is only applicable to the safety recalls and vehicle models identified above for recall repairs performed from January 1, 2018 through December 31, 2018. The involved recall bulletins have been revised accordingly and are available in the electronic Service Information (eSI) system.

If you have any questions or concerns about this program, please contact your District Manager – Aftersales.

Version	5
Modified	Released April 3, 2018 April 30, 2018 – Updated the program date. June 06, 2018 – Updated the program date. June 29, 2018 – Updated the program date to July 31, 2018. July 30, 2018 – Updated the program date to December 31, 2018.

