

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS4651

URGENT – DISTRIBUTE IMMEDIATELY

Date: January 10, 2018

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

Models: 2003-2010 Pontiac Vibe
2006-2011 Saab 9-3
2006-2009 Saab 9-5
2008-2009 Saturn Astra
2007-2008 Chevrolet Silverado HD
2007-2008 GMC Sierra HD

To: All Chevrolet, Buick, GMC and Cadillac Dealers

The National Highway Traffic Safety Administration (NHTSA) is overseeing efforts across all vehicle manufactures 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 and was very successful. GM has decided to extend the program through February 28, 2018 with certain modifications.

- The \$25.00 dealer completion bonus has been increased to \$50.00 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 February 28, 2018 and the used air bag inflator returned as per applicable shipping instructions.
- Dealers are still authorized to provide courtesy transportation to affected vehicle owners while their vehicle is at a GM dealership for performance of an eligible Takata air bag recall if the repair is performed from January 1, 2018 through February 28, 2018. This could include one-way or two-way shuttle service, one half-day vehicle rental or one full-day vehicle rental.
- The \$25.00 MasterCard reward card offer to select owners of vehicles involved in the Takata air bag recall has been discontinued.

The program extension is only applicable to the 13 safety recalls identified above for recall repairs performed from January 1, 2018 through February 28, 2018. Note that recall 17009 was not part of the original program, but is now being

included in the program extension. The recall bulletins have been revised accordingly and are attached for immediate reference. Please discard all previous copies of these bulletins.

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

END OF MESSAGE
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