

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4837
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 4, 2018

Subject: Takata Air Bag Safety Recall
GM Bulletin Numbers: 14491, 14735, 15041, 15043, 15406, 15438,
15815, 15816, 15817, 15826, 17009, 17476, 17477, 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 General Motors Dealers

The National Highway Traffic Safety Administration (NHTSA) is encouraging vehicle manufacturers to expedite the completion of the Takata Air Bag Safety Recall. Given the serious nature of this defect and the potential life-threatening consequences should it occur, it is important that we continue to work as “one team” to make sure each affected customer is contacted and their vehicle is repaired as quickly as possible.

As of June, replacement air bag inflators are now available directly from your local Parts Distribution Center (PDC). This facilitates reduced transit time, with most dealers receiving their part order the next day. Dealers are encouraged to maintain sufficient shelf-stock based on their list of assigned vehicles, so that an unscheduled “walk-in” customer can get their vehicle immediately repaired.

Improving parts availability is only the first step toward increasing your Takata recall completion rate. Currently, GM uses vehicle registration records from the various states for recall notification and tracking purposes. Even though this information is refreshed monthly, we know the data can have some inherent discrepancies due to the age of the vehicle and/or how frequently each state updates their records. To help correct this issue, we are in the process of bringing on-line the Global Field Action Management (GFAM) system. This new system will utilize other available resources to supplement the state records, which will improve the accuracy and timeliness of the information. However, until GFAM is fully functional, we still need your attention and support to alert us to any discrepant records and to perform whatever follow-up is necessary to identify the current “owner of record”.

Vehicle manufacturers are also being required to comply with a strict completion rate reporting schedule. Therefore, we must re-emphasize the importance of promptly submitting all Takata Air Bag Recall transactions for payment as soon as the repair is completed. This will ensure the completion rate information GM reports to NHTSA is accurate and timely. Additionally, all used air bag inflators must be returned as quickly as possible for tracking purposes and eventual disposal. Packaging and shipping instructions can be found in the box containing the new air bag inflator and/or in the applicable recall bulletin. Please do not discard the box because it will be needed to return the defective part in accordance with “dangerous goods” handling requirements.

XPO Logistics is now the designated shipping agent for TK Holdings Incorporated, which is a subsidiary of Takata Corporation. Dealers should contact XPO Logistics at 877-523-9118 whenever they have accumulated a substantial number of air bag inflators to return. A full pallet, not to exceed five feet in height, is preferable for LTL (Less Than Truckload) shipping, however, XPO Logistics will also facilitate the handling of smaller pallet quantities as needed. When contacted, XPO Logistics will email dealers additional shipping instructions, a Bill of Lading and all required labels. Dealers who do not accumulate seven (7) or more used air bag inflators within a two-week period are not eligible for LTL shipping. Please contact XPO Logistics at 877-523-9118 and they will provide the appropriate PRP (Package Return Program) label for FedEx Ground shipping. Upon receipt of the label, dealers should contact FedEx Ground for package pickup.

Listed below are the bulletins involved in the Takata Air Bag Safety Recall for your reference. Please focus all available resources to make sure each affected customer is contacted and their vehicle is repaired as quickly as possible.

Bulletin Number	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 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 2007-2008
15826	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009 – 2010
17009	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009
17476	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009-2010
17477	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009-2010
28810	Takata Driver Air Bag	Saturn	Astra	2008 – 2009
28811	Takata Driver Air Bag	Saturn	Astra	2008 – 2009

Your continued cooperation and perseverance is greatly appreciated!

END OF MESSAGE
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