

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4854
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 21, 2018

Subject: 18299 - Safety Recall
Rear HVAC Controller Fire

Models: 2016-2018 Chevrolet Express
2016-2018 GMC Savana

To: All General Motors Dealers

General Motors is releasing Safety Recall 18299 today. The total number of U.S. vehicles involved is approximately 30,289. Please see the attached bulletin for details.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Customer Letter Mailing

The customer letter mailing will begin in mid-October 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated September 21, 2018. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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