



IMPORTANT SAFETY RECALL

August 2018

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

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

General Motors has decided certain 2018 Chevrolet Express and GMC Savana vehicles fail to conform to Federal Motor Vehicle Safety Standard 138. As a result, GM is conducting a 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 safety recall 18255.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

An incorrect calibration of the tire pressure monitoring system caused the low-tire-pressure warning to be triggered at 37 psi instead of the correct 41 psi required by FMVSS 138. If the low tire pressure telltale is not illuminated at the correct tire pressure, the driver may have less time to react to a low-tire-pressure situation, which could affect the driver's ability to control the vehicle in certain situations and could increase the risk of a crash.

What will we do?

Your GM dealer will verify that the tire pressure in the remote control door lock receiver (RCDLR) matches the tire placard in the vehicle's door jamb and, if they do not match, reprogram the RCDLR portion of the TPMS with the correct tire pressure values. 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 inspection and service correction time of approximately 25 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

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)
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 18V509.

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

Maryann L. Combs
Vice President
Global Vehicle Safety