



# IMPORTANT SAFETY RECALL

June 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 that a defect which relates to motor vehicle safety exists in certain 2016 model year Chevrolet Express vehicles. As a result, GM is conducting a safety 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 18155

### Why is your vehicle being recalled?

General Motors has decided that a defect which relates to motor vehicle safety exists in 2014 – 2017 Chevrolet Express and GMC Savana vehicles equipped with power windows. Liquid can enter the power window switches in these vehicles and cause corrosion, leading to high electrical resistance. High electrical resistance can cause the switch to heat up, smoke or melt, increasing the risk of fire and injury. Occupants may notice that the power window is malfunctioning or inoperative. Smoke or an odor from smoke or melting may also come from the door panel.

### What will we do?

**Parts to repair your vehicle are not currently available**, but when parts are available, your Chevrolet dealer will replace the driver's front side door window switch. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. You can also check the status of this recall at [www.my.gm.com/recalls](http://www.my.gm.com/recalls).

### Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).

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 18V295.

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

GM Recall: 18155