

PROGRAM LAUNCH: Takata Recall Repair Targeted Service Offer  
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GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6113

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Date: May 2, 2022

Subject: PROGRAM LAUNCH: Takata Recall Repair Targeted Service Offer

Models: 2007-2008 Chevrolet Silverado HD

2007-2008 GMC Sierra HD

2003-2010 Pontiac Vibe

2008-2009 Saturn Astra

2005-2006 Saab 9-2X

2006-2011 Saab 9-3

2006-2009 Saab 9-5

To: ALL General Motors Dealers Located in the United States.

General Motors continues to explore and develop new communication tactics and private offers to encourage Takata Airbag Safety Recall repair completion. GM will be providing a private offer to select business owners affected by the Takata Airbag Safety Recall. Upon successful completion of the recall repair, targeted business owners are eligible for a complimentary oil change and tire rotation. Your participation in this program will be critical to the overall success.

**Communications will be mailed to eligible Takata business owners on May 11, 2022.** The communication will reinforce the urgency and need to repair the recalled business vehicle and will offer a complimentary oil change and tire rotation for owners who schedule and complete the recall repair by July 31, 2022. Owners will be asked to contact their preferred dealership to schedule the recall repair and maintenance incentive. Both English and Spanish versions will be included. A copy of the communication is attached to this message for your reference.

**Complimentary Oil Change & Tire Rotation**

Owners who schedule and complete the recall repair by July 31, 2022 are eligible for a complimentary oil change and tire rotation at time of recall repair.

GM will reimburse your dealership through the Global Warranty Management System for the oil change and tire rotation provided at your dealership for eligible owners involved in the program. See the "Service Offer Warranty Information" section below for instructions on submitting the warranty transaction for payment.

**Service Offer Warranty Information**

Submit a warranty transaction using the table below. All transactions must be submit as a ZSSP transaction type.

<b>Labor Operation</b>	<b>Description</b>	<b>RPO Code</b>	<b>Misc. Net Item</b>
0600695	Oil Change & Tire Rotation for vehicles with Gas Engines  2003-2010 Pontiac Vibe 2008-2009 Saturn Astra 2005-2006 Saab 9-2X 2006-2011 Saab 9-3 2006-2009 Saab 9-5 2007-2008 Chevrolet Silverado HD 2007-2008 GMC Sierra HD	N/A	
	Oil Change & Tire Rotation for vehicles with Gas Engines <b>AND</b> Dual-Rear-Wheel-Axles  2007-2008 Chevrolet Silverado HD 2007-2008 GMC Sierra HD	C7W	
	Oil Change & Tire Rotation for vehicles with Diesel Engines  2007-2008 Chevrolet Silverado HD 2007-2008 GMC Sierra HD	LBZ, LLY or LMM	
	Oil Change & Tire Rotation for vehicles with Diesel Engines <b>AND</b> Dual-Rear-Wheel-Axles  2007-2008 Chevrolet Silverado HD 2007-2008 GMC Sierra HD	LBZ, LLY or LMM  <b>AND</b>  C7W	

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Open For A **FREE** Oil Change & Tire Rotation Offer\*



A smart choice today can help protect your future.

Una elección inteligente hoy puede ayudarlo a proteger su futuro.

Schedule your business vehicle's safety recall repair and get a **FREE** oil change & tire rotation during the visit.

Programe la reparación del retiro de su vehículo comercial y obtenga un cambio de aceite y rotación de llantas **GRATIS** durante la visita.

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How To Get Your **FREE** Oil Change & Tire Rotation:  
Cómo obtener su cambio de aceite y rotación de llantas gratis:

- 1 Contact a GM dealership.  
Comuníquese con un concesionario GM.
- 2 Schedule your business vehicle's **FREE** Takata Airbag Safety Recall repair by July 31.  
Programe la reparación del retiro por seguridad de bolsas de aire Takata de su vehículo comercial.
- 3 Bring this mailer in and receive a **FREE** oil change & tire rotation during the scheduled visit.  
Reciba una rotación de llantas y un cambio de aceite GRATIS durante la visita programada.

Dealer instructions: Refer to the dealer message [# TBD].

Your VIN:  
[VIN]

Contact a dealer

[DEALER\_NAME]  
[DLR\_ADDRESS1]  
[DLR\_CITY], [DEALER\_STATE\_PROV], [DLR\_POSTAL\_CODE]  
[DLR\_SERVICE\_PHONE]

\*Offer valid for every VIN with a recall repair completed between 5/1/2022-7/31/2022 on all 2007-2008 Chevrolet Silverado HD, 2007-2008 GMC Sierra HD, 2003-2010 Pontiac Vibe, 2005-2006 Saab 9-2X, 2006-2011 Saab 9-3, 2006-2009 Saab 9-5 and 2008-2009 Saturn Astra with an open Takata Airbag Safety Recall.

\*Cada VIN es elegible para un cambio de aceite y rotación de neumáticos gratis entre el 01/05/2022 y el 31/07/2022 en todos los Chevrolet Silverado HD 2007-2008, GMC Sierra HD 2007-2008, Pontiac Vibe 2003-2010, 2005-2006 Saab 9-2X, 2006-2011 Saab 9-3, 2006-2009 Saab 9-5 y 2008-2009 Saturn Astra con un retiro abierto de Takata Airbag Safety.

[BusinessName],

Creating a brighter future for your business really comes down to making the right choices today. The [Year] [Make] [Model] registered to this company is included in the Takata Airbag Safety Recall, and it's important that your business takes the first step today to get this **FREE** recall repair completed. Plus, when you're at the dealership for servicing, you'll get a complimentary oil change and tire rotation.



**This recall repair is important to everyone's safety.**

Without this **FREE** recall repair, one of the front airbag inflators could explode when it deploys during a crash. If this happens, sharp metal fragments could pass through the airbag, striking the driver or passengers, causing serious injuries or even death.

It is urgent that you schedule your **FREE** recall repair immediately. For more information about this airbag safety recall, go to [experience.gm.com/ownercenter/recalls](http://experience.gm.com/ownercenter/recalls) and enter your VIN.

**We'll make the downtime worth your while.**

We understand that this vehicle is essential to your operations, and that's why we want to make this visit as beneficial as possible.

When you bring this vehicle into a dealership for this **FREE** recall repair by July 31, you'll also be able to get the vehicle's oil changed and tires rotated **at absolutely no cost**. That means one less maintenance stop to make down the road, which also means more time for meeting your customers' needs.

To schedule this recall repair, simply contact one of our 4,100+ Chevrolet, Buick, GMC or Cadillac dealers located nationwide. Visit [mycertifiedservice.com/dealer](http://mycertifiedservice.com/dealer) or call 1-866-467-9700 to locate a dealer. For your convenience, dealers may be able to provide you with access to alternate transportation or a loaner vehicle while you wait.

Asegurémonos de que su vehículo comercial esté protegido y preparado para el camino por delante para que pueda seguir estando allí para sus clientes. El [Año] [Marca] [Modelo] registrado a nombre de esta empresa está incluido en el retiro por seguridad de bolsas de aire Takata y es importante que esta reparación **GRATUITA** se complete para proteger la seguridad de sus empleados y otras personas en la carretera. Luego, mientras le dan servicio a su vehículo comercial, obtenga un cambio de aceite y una rotación de llantas de cortesía por nuestra cuenta.

**Haremos que el tiempo de inactividad valga la pena.** Entendemos que este vehículo es fundamental para sus operaciones, y por eso queremos que esta visita sea lo más beneficiosa posible. Mientras su vehículo está en el taller para su reparación, también podrá beneficiarse del vehículo y rotar las llantas. Esto ayudará a reducir el tiempo de inactividad y el mantenimiento y garantizará que su vehículo esté disponible para atender a sus clientes. Mientras espera, los concesionarios pueden incluir el acceso a un transporte alternativo o un vehículo prestado.

Para programar esta reparación, simplemente comuníquese con uno de nuestros más de 4100 concesionarios Chevrolet, Buick, GMC o Cadillac ubicados en todo el país. Visite [mycertifiedservice.com/dealer](http://mycertifiedservice.com/dealer) o llame al 1-866-467-9700 para encontrar el distribuidor más cercano. Los propietarios de Saab pueden reparar en cualquier concesionario GM o en el Centro de servicio oficial de Saab. Si prefiere un Centro de Servicio Oficial Saab, visite [saabparts.com](http://saabparts.com) o llame al 1-800-955-9007.

**Esta reparación del retiro del mercado es importante para la seguridad de todos.** Sin esta reparación GRATIS, uno de los infladores de las bolsas de aire delanteras podría explotar cuando se despliega durante un choque. Si esto sucede, fragmentos de metal afilados podrían atravesar la bolsa de aire, golpear al conductor o a los pasajeros y causar lesiones graves o incluso la muerte.

Es urgente que programe su reparación de retiro GRATUITA de inmediato. Para obtener más información sobre este retiro de seguridad de bolsas de aire, visite [experience.gm.com/ownercenter/recalls](http://experience.gm.com/ownercenter/recalls) e ingrese su VIN.

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