

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6661  
DISTRIBUTE IMMEDIATELY

Date: November 20, 2023

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

FAC's: See chart at end of document

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 monthly to eligible Takata business owners starting November 20, 2023 and running through April 2024.** Communications 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. 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 must complete the recall repair PRIOR to having the oil change and tire rotation performed. In effort to maximize the private service offer, owners have up to April 30, 2024 to redeem the private service offer.**

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.

Labor Operation	Description	RPO Code	Misc. Net Item
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	\$84.00
	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	\$98.00
	Oil Change & Tire Rotation for vehicles with Diesel Engines  2007-2008 Chevrolet Silverado HD 2007-2008 GMC Sierra HD	LBZ, LLY or LMM	\$133.00
	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	\$147.00

NOTE: The Labor operation claims for both the recall repair and Oil Change/Tire rotation offer can be submitted on the same job card but is not necessary. The Oil Change/Tire rotation private offer can be submitted on a subsequent job card as long as it occurs by the program expiration of April 30, 2024. However, if each claim is submitted separately, the labor operation claim for the recall repair **MUST** be accepted in GWM prior to submitting the claim for the Oil Change/Tire Rotation.

## Eligible FACs

<b>Models:</b>	<b>Field Actions:</b>
2007-2008 Chevrolet Silverado HD	N150438, N150817, N192290990
2007-2008 GMC Sierra HD	N150438, N150817, N192290990
2003-2010 Pontiac Vibe	N140491, N140735, N150406, N150815, N150816, N150826, N161644421, N161644422, N161644423, N161644424, N162017009
2008-2009 Saturn Astra	2028810, 2028811
2005-2006 Saab 9-2X	15040, 15044, 15045, 15046, 15047, 15048, 15049, 15050, 15052, 15053, 15442, 15818
2006-2011 Saab 9-3	15041, 15043
2006-2009 Saab 9-5	15041, 15043

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS

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GM Vehicle Safety  
PO Box 3047  
Milwaukee, WI 53201

PRESORTED  
FIRST-CLASS MAIL  
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\*\*\*\*\*AUTO\*\*MIXED AADC 450

[Unique\_ID] [Creative\_Code] [Mail Date] CV-011676

[Business\_Name]

[Address]

[Address2]

[City], [State] [ZIP]



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## It's time to complete this **FREE** and urgent Takata Airbag Safety Recall repair.

Llegó la hora de realizar esta reparación de la Llamada a Revisión de Seguridad del Airbag de Takata **GRATUITA** y urgente.



Plus, get a free oil change & tire rotation just for coming in.

Además, obtenga un cambio de aceite y rotación de neumáticos sin costo tan solo por acudir.

# How To Get Your FREE Oil Change & Tire Rotation:

## Cómo obtener su cambio de aceite y rotación de neumáticos SIN COSTO:

**1** GM owners: contact ANY GM dealership. Saab owners: contact any GM dealership or Saab Official Service Center.

Comunicarse a CUALQUIER concesionario GM o Centro de Servicio Oficial de Saab.

**2** Schedule and complete the urgent Takata Airbag Safety Recall repair at your earliest convenience.

Programar y llevar a cabo la reparación urgente de la Llamada a Revisión de Seguridad del Airbag de Takata lo más pronto posible.

**3** Receive a complimentary oil change and tire rotation on each vehicle repaired for use by April 30, 2024.

Recibir un cambio de aceite y rotación de neumáticos de cortesía en cada vehículo reparado con vigencia al 30 de abril de 2024.

Dealer instructions:

Refer to the dealer message #DCS6661

Your VIN:

[Year1] [Brand1] [Model1] (VIN# [VIN1])

Contact a dealer:

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

\*Offer valid for every VIN with a recall repair completed between 11/20/23-04/30/24 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. Vehicle must have the safety recall repaired prior to receiving complimentary oil change and tire rotation. Complimentary service can be performed at time of recall repair or by April 30, 2024.

\*Oferta válida para cada VIN al que se realice una reparación de la llamada a revisión entre el 20/11/2023 y el 30/4/2024 en todos los Chevrolet Silverado HD 2007-2008, GMC Sierra HD 2007-2008, Pontiac Vibe 2003-2010, Saab 9-2X 2005-2006, Saab 9-3 2006-2011, Saab 9-5 2006-2009 y Saturn Astra 2008-2009 que tengan una Llamada a Revisión de Seguridad del Airbag de Takata abierta. Para que el vehículo reciba el cambio de aceite y rotación de neumáticos de cortesía, antes debe realizarse la reparación de la llamada a revisión de seguridad. El servicio de cortesía se puede realizar el mismo día de la reparación de la llamada a revisión o antes del 30 de abril de 2024.

[BusinessName],

It is critical for your business and the safety of your team that you get this safety recall repair taken care of. The [Year] [Make] [Model] registered to this company is affected by the Takata Airbag Safety Recall. It's urgent that this FREE recall repair gets completed as soon as possible.



### Why your vehicle needs this safety recall repair

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

### Scheduling your FREE recall repair is quick and easy

Please contact a dealer to schedule your FREE recall repair as soon as possible. You can schedule your FREE recall repair at any of our 4,100+ Chevrolet, Buick, GMC or Cadillac dealerships. To locate a dealer, visit [mycertifiedservice.com/locate-schedule-service](https://mycertifiedservice.com/locate-schedule-service) or call 1-866-467-9700.

Saab owners can repair at any GM dealership or Saab Official Service Center. If you prefer a Saab Official Service Center, visit [saabparts.com](https://saabparts.com) or call 1-800-955-9007.

### Get more info

For more information about this urgent airbag safety recall, enter [VIN1] at [experience.gm.com/ownercenter/recalls](https://experience.gm.com/ownercenter/recalls). To learn how to complete your FREE safety recall repair in 3 easy steps, visit [recallrepair.gm.com](https://recallrepair.gm.com).

Es indispensable para su negocio y para la seguridad de su equipo que nos deje encargarnos de la reparación de la llamada a revisión de seguridad. El [Make] [Model] [Year] registrado a nombre de esta compañía está afectado por la Llamada a Revisión de Seguridad del Airbag de Takata. Es urgente que se realice esta reparación de la llamada a revisión GRATUITA lo antes posible.

### ¿Por qué su vehículo necesita esta reparación de la llamada a revisión de seguridad?

Sin esta reparación de la llamada a revisión GRATUITA, uno de los infladores de sus airbags delanteros podría explotar al desplegarse estos durante un choque. Si esto ocurre, fragmentos de metal afilados podría atravesar el airbag e impactar con usted o sus seres queridos y causar lesiones graves o incluso la muerte.

### Programar su reparación GRATUITA de la llamada a revisión es rápido y fácil

Por favor, póngase en contacto con un concesionario para programar su reparación de la llamada a revisión GRATUITA lo antes posible. Puede programar su reparación GRATUITA de la llamada a revisión en cualquiera de nuestros más de 4100 concesionarios Chevrolet, Buick, GMC o Cadillac. Para localizar un concesionario, visite [mycertifiedservice.com/locate-schedule-service](https://mycertifiedservice.com/locate-schedule-service) o llame al 1-866-467-9700.

Si usted es propietario de un vehículo Saab puede solicitar su reparación en cualquier concesionario GM o Centro de Servicio Oficial de Saab. Si prefiere un Centro de Servicio Oficial de Saab, visite [saabparts.com](https://saabparts.com) o llame al 1-800-955-9007.

### Obtener más información

Si desea más información sobre esta urgente llamada a revisión de seguridad del airbag, introduzca el [VIN1] en [experience.gm.com/ownercenter/recalls](https://experience.gm.com/ownercenter/recalls). Si desea saber cómo realizar su reparación de la llamada a revisión GRATUITA en 3 fáciles pasos, visite [recallrepair.gm.com](https://recallrepair.gm.com)



Using your smart device, scan this QR code or visit [recallrepair.gm.com](https://recallrepair.gm.com) to learn how to complete your FREE safety recall repair in 3 easy steps.

Con su dispositivo inteligente, escanee este código QR o visite [recallrepair.gm.com](https://recallrepair.gm.com) para conocer cómo realizar su reparación de la llamada a revisión GRATUITA en 3 fáciles pasos.



U.S. Department of Transportation



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