

IMPORTANT SAFETY RECALL

September 2021

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.

TK Holdings (Takata) has decided that a defect which relates to motor vehicle safety exists in certain passenger-side frontal airbag inflators installed as original equipment in certain 2007 to 2011 model year Cadillac Escalade, Escalade ESV, and Escalade EXT vehicles; certain 2007-2014 model year Cadillac Escalade, Escalade ESV, Chevrolet Silverado 2500/3500, Suburban, and Tahoe, GMC Sierra 2500/3500, Yukon, and Yukon XL vehicles; certain 2007-2013 model year Cadillac Escalade EXT, Chevrolet Avalanche, Silverado 1500 and GMC Sierra 1500 vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience.

IMPORTANT

- Your vehicle is involved in GM safety recall N212328780.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Takata has determined that a defect exists in the passenger-side frontal airbag inflator in your vehicle. The determination was made that the propellant in this inflator may degrade after long-term exposure to high humidity and temperature cycling, which could cause the inflator to explode during a deployment. An inflator rupture may cause metal fragments to pass through the airbag and into the vehicle interior at high speed, which may result in serious injury or death to passengers.

What will we do?

Your GM dealer will replace the passenger-side frontal airbag inflator in your vehicle. 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 one hour.

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. Owners may also visit gmtakataairbag.com.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
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 21V052.

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

Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N212328780