

Representative Letter – Customer letters are brand, model, and model year specific; listing the 17-digit VIN and are personalized.



IMPORTANT SAFETY RECALL

February 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 2010 – 2013 model year Cadillac Escalade EXT, Chevrolet Avalanche and Silverado 1500, and GMC Sierra 1500 vehicles and certain 2010 – 2014 model year Cadillac Escalade and Escalade ESV; Chevrolet Silverado 2500/3500, Suburban, and Tahoe; and GMC Sierra 2500/3500, Yukon, and Yukon XL vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience.

IMPORTANT

- Your vehicle is involved in GM recall N212328800.

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?

Parts to repair your vehicle are not currently available, but when parts are available, your GM dealer will replace the passenger-side frontal airbag inflator in your vehicle. 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 GM dealer to have your vehicle serviced. You can also check the status of this recall at: <https://my.gm.com/recalls>.

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)
Buick	1-866-608-8080	1-800-832-8425
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 21V054.

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 Combs
Vice President
Global Vehicle Safety

GM Recall N212328800