

November 2011

Dear General Motors Customer:

We have learned that your 2011 or 2012 model year Chevrolet Silverado or GMC Sierra vehicle equipped with roof-rail airbags may have a condition in which the right side roof-rail airbags may have been routed improperly, resulting in deployment performance that may not meet GM requirements for rollover containment. This condition could prevent the airbag from fully extending downward and towards the windshield when deployed.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to fix this.

**What We Will Do:** Your GM dealer will inspect the routing of the right side roof-rail airbag, and if necessary, reroute the airbag. This service will be performed for you at **no charge**.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Jim Moloney  
General Director,  
Customer and Relationship Services