

June 2011

Dear General Motors Customer:

We have learned that your 2011 or 2012 model year Chevrolet Caprice police vehicle, equipped with vinyl interior floors, may have a condition where the front seat wiring connectors may corrode. If large amounts of water or snow accumulate in the front seat foot-wells and splash rearward under the front seats, it could enter the wiring connectors. If sufficient water enters the connectors, corrosion and a short circuit could occur and cause the airbag light to illuminate.

Your satisfaction with your Chevrolet Caprice is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace and relocate the connectors. This service will be performed for you at **no charge until June 30, 2014**. After that, any applicable warranty will apply.

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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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 Chevrolet Caprice provides you many miles of reliable driving.

Jim Moloney
General Director,
Customer and Relationship Services