

CSC-10056151-3494

August 2014

Dear General Motors Customer:

We have learned that certain 2014 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles may have been built with driver and passenger seat side impact airbag (SIAB) wiring harness connectors that may have high resistance. The vehicle sensing and diagnostic module (SDM) interprets the high resistance as a fault. A fault will illuminate the airbag readiness light and turn on a "SERVICE AIR BAG" driver information center (DIC) message. The fault and the warning indicators may be intermittent. Depending on the level of resistance, the SIABs may not deploy in a crash.

Your satisfaction with your GM vehicle 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 remove the driver and passenger SIAB wiring harness connectors and install electrical jumper wires in their place. 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. 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
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	

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