

April 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

CSC-10058684-9878

We have learned that your 2014-2015 model year Chevrolet Silverado, Suburban, or Tahoe, or GMC Sierra, or Yukon may have a condition in which the rear seat entertainment system was released as a dealer accessory before final General Motors validation approval. Validation approval at GM requires very rigorous testing prior to release, which, in many cases, goes beyond what is required to comply with governmental safety standards. Your vehicle, as equipped, still meets all Federal Motor Vehicle Safety Standards.

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

What We Will Do: Because your rear seat entertainment system did not go through all GM-required validation approvals, your GM dealer will exchange your hinged-screen system for a brand new rear seat entertainment system with an integral screen. This service will be performed for you at **no charge until April 30, 2017**. 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
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.

Alicia S. Boler-Davis
Sr. Vice President
Global Connected Customer Experience