

CSC-10058794-2481

August 2015

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

Dear General Motors Customer:

Our records indicate that you had your vehicle serviced for GM safety recall 14030. This recall related to corrosion and/or loose crimps in the driver and passenger-seat mounted side-impact airbag (SIAB) wiring-harness connectors, which could cause an increase in resistance that may disable the SIAB, front-center airbag, if equipped, and seat-belt pretensioners.

GM has received reports that, in some cases, the required repair may have been incorrectly performed by the dealer service technician. If the repair was incorrectly performed on your vehicle, your vehicle's airbag readiness light will illuminate and/or a "SERVICE AIR BAG" message will appear in your vehicle's Driver Information Center.

What We Have Done: If your vehicle received an incorrect recall repair under GM safety recall 14030, GM will correct the repair for you at **no charge**. Your GM dealer will remove the driver and passenger SIAB wiring harness spliced repair and re-splice and solder the wires together. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 1 hour and 50 minutes.

What You Should Do: If the "SERVICE AIR BAG" message appears in your vehicle's Driver Information Center and you believe that your vehicle has the condition described above, you should contact your GM dealer to arrange a service appointment as soon as possible. Do not take your vehicle to your GM dealer unless the message appears and you believe your vehicle has the condition. Repair for conditions other than the condition described above is not covered under this special coverage program.

You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference. Repairs and adjustments qualifying under this special coverage must be performed by a GM dealer.

Reimbursement: If you have paid for repairs for the condition described in this letter, and have not yet submitted for reimbursement, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by August 31, 2016, unless state law specifies a longer reimbursement period.

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

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Saturn	1-800-553-6000	1-800-833-6000
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 are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
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