

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



IMPORTANT SAFETY RECALL

July 2015

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

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in all 2007-2008 model year Chevrolet Silverado and GMC Sierra 2500/3500 heavy duty pickup trucks. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 15438.
- **Parts to repair your vehicle are not currently available.** When parts are available, we will send you another letter asking you to contact your GM dealer to arrange a service appointment.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Some inflators may experience an alteration over time, which could lead to overaggressive combustion in the event of an air bag deployment. This condition could create excessive internal pressure when the air bag is deployed, which could result in the body of the inflator rupturing upon deployment. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, which may result in injury or death to vehicle occupants.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your GM dealer will replace the front passenger airbag inflator. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. You can also check the status of this recall at www.my.gm.com/recalls.

Do you have questions?

If you have 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
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 15V324.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #15438