

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



# IMPORTANT SAFETY RECALL

January 2015

Dear General Motors Customer:

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

**Our records indicate that during the March through October 2014 time period you had your 2008-2013 model year Buick Enclave or GMC Acadia, 2009 -2013 model year Chevrolet Traverse vehicle or 2008-2010 model year Saturn OUTLOOK vehicle serviced for safety recall 14030. We have now become aware that the required repair may have been incorrectly performed. In order to ensure that your vehicle's side impact air bags, front center side airbag, if equipped, and pretensioners properly deploy in a crash, the repair will need to be performed on your vehicle a second time.**

**We sincerely apologize for this inconvenience and will try to minimize any disruption to your daily routine. To offset some of the inconvenience we will be sending you a \$50 Visa gift card, once we are notified that the required repairs have been completed. Please contact your GM dealer as soon as possible to arrange a service appointment for this additional repair work. However, if your vehicle's air bag readiness light illuminates and/or a "SERVICE AIR BAG" message appears in the Driver Information Center, immediately stop driving the vehicle and call your GM dealer to have your vehicle towed to the dealership.**

General Motors has decided that a defect which relates to motor vehicle safety exists in your 2008-2013 model year Buick Enclave or GMC Acadia, 2009 -2013 model year Chevrolet Traverse vehicle or 2008-2010 model year Saturn OUTLOOK vehicle. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- This notice applies to your vehicle, **VIN:**\_\_\_\_\_.
- Your vehicle is involved in GM safety recall 14030.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

Corrosion and/or loose crimps in the driver and passenger seat mounted side impact airbag (SIAB) wiring harness connectors can cause an increase in resistance that may disable the SIAB, front center airbag, if equipped, and seat belt pretensioners. In the event of a crash, the SIAB, front center airbag, if equipped, and/or seat belt pretensioners may not deploy increasing the risk of injury to the driver or front passenger.

**What will we do?**

Your GM dealer will remove the driver and passenger SIAB wiring harness connectors and splice and solder the wires together. This service will be performed for you at **no charge**. 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 should you do?**

You should contact your GM dealer to arrange a service appointment.

**Did you already pay for this repair?**

If you paid for repairs for the recall condition described in this letter prior to the March through October 2014 service appointment referenced above and have not yet submitted a reimbursement request, 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 June 30, 2015, unless state law specifies a longer reimbursement period.

**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)
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	

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 14V118.

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

## General Motors Product Field Action Customer Reimbursement Request Form

**This section to be completed by customer (please print)**

Customer Name: \_\_\_\_\_

Street Address or P. O. Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Date Request Form and Supporting Documentation Submitted to Dealer: \_\_\_\_\_

Vehicle Identification Number of Involved Vehicle: \_\_\_\_\_  
(17 Characters)

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Amount of Reimbursement Requested: \$\_\_\_\_\_

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.**

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.  
**(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)**

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: \_\_\_\_\_

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

**This section to be completed by dealer (please print)**

Bulletin No.: \_\_\_\_\_ Request Approved: \_\_\_\_\_ Date: \_\_\_\_\_ Amount: \$\_\_\_\_\_

Request Denied: \_\_\_\_\_ Date: \_\_\_\_\_ Reviewed By: \_\_\_\_\_

Reason: \_\_\_\_\_

If denied, please provide a copy of this form to the customer and retain original for your files