

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS 4831  
URGENT – DISTRIBUTE IMMEDIATELY

Date: August 28, 2018

Subject: Takata Air Bag Completion Rate Improvement Program  
\$50.00 Mastercard Reward Card Offer Applicable to GM Recalls 14491,  
14735, 15041, 15043, 15406, 15438, 15815, 15816, 15817, 15826,  
17009, 17476, 17477, 28810 and 28811

Models: 2003-2010 Pontiac Vibe  
2006-2011 Saab 9-3  
2006-2009 Saab 9-5  
2008-2009 Saturn Astra  
2007-2008 Chevrolet Silverado HD  
2007-2008 GMC Sierra HD

To: All Chevrolet, Buick, GMC and Cadillac Dealers

The National Highway Traffic Safety Administration (NHTSA) is overseeing efforts across all vehicle manufacturers to help improve completion rates for the Takata Air Bag Safety Recall. To encourage repair among affected customers, General Motors will be executing a \$50.00 Mastercard Reward Card offer for vehicle owners. Dealers are asked to actively follow-up with affected vehicle owners to explain the seriousness of this safety defect and assist them with scheduling a service appointment.

**\$50.00 Mastercard Reward Card Offer for Vehicle Owners**

A \$50.00 Mastercard Reward Card offer will be available to approximately 281,000 owners affected by the Takata Air Bag Safety Recall. Owners who have their vehicles repaired between September 1, 2018 through December 31, 2018 can redeem their offer online and will be mailed a \$50.00 Mastercard Reward Card. The GM recalls identified in the following table are eligible for the Reward Card.

| <b>\$50.00 Mastercard Reward Card for Vehicle Owners</b> |   |                 |              |                            |
|--|---|-----------------|--------------|----------------------------|
| <b>Recall Number</b>                                     | <b>Bulletin Subject</b>                   | <b>Division</b> | <b>Model</b> | <b>Model Year</b>          |
| 14491  | Front Passenger Air Bag Inflator Assembly | Pontiac         | Vibe         | 2003 - 2007                |
| 14735  | Front Passenger Air Bag Inflator Module   | Pontiac         | Vibe         | 2003 - 2005                |
| 15041  | Driver Air Bag Replacement                | Saab            | 9-3<br>9-5   | 2006 – 2011<br>2006 - 2009 |
| 15043  | Driver Air Bag Replacement                | Saab            | 9-3<br>9-5   | 2006 – 2011<br>2006 - 2009 |

|       |   |                  |                           |                        |
|-------|---|------------------|---------------------------|------------------------|
| 15406 | Front Passenger Air Bag Inflator Module | Pontiac          | Vibe                      | 2004 - 2007            |
| 15438 | Front Passenger Air Bag Inflator        | Chevrolet<br>GMC | Silverado HD<br>Sierra HD | 2007-2008<br>2007-2008 |
| 15815 | Front Passenger Air Bag Inflator Module | Pontiac          | Vibe                      | 2008                   |
| 15816 | Front Passenger Air Bag Inflator        | Pontiac          | Vibe                      | 2008                   |
| 15817 | Front Passenger Air Bag Inflator        | Chevrolet<br>GMC | Silverado HD<br>Sierra HD | 2007-2008<br>2007-2008 |
| 15826 | Front Passenger Air Bag Inflator        | Pontiac          | Vibe                      | 2009 – 2010            |
| 17009 | Front Passenger Air Bag Inflator        | Pontiac          | Vibe                      | 2009                   |
| 17476 | Front Passenger Air Bag Inflator        | Pontiac          | Vibe                      | 2009-2010              |
| 17477 | Front Passenger Air Bag Inflator        | Pontiac          | Vibe                      | 2009-2010              |
| 28810 | Takata Driver Air Bag                   | Saturn           | Astra                     | 2008 – 2009            |
| 28811 | Takata Driver Air Bag                   | Saturn           | Astra                     | 2008 – 2009            |

A letter will explain that their vehicle is involved in the Takata Air Bag Safety Recall and that the front passenger or driver's air bag inflator may rupture when it deploys during a crash and that if that were to occur, metal shrapnel could be propelled into the vehicle's passenger compartment and strike occupants causing serious injuries. The message will encourage vehicle owners to make a service appointment with their local dealer as soon as possible to have this safety related defect corrected. Both English and Spanish will be included in all communications.

A copy of the direct mailer is provided at the end of this message for your reference. Upon completion of the required repair, vehicle owners are being instructed to visit the redemption website to submit their application for the \$50.00 Mastercard Reward Card. The redemption site is:

[www.takatarepair.com/50](http://www.takatarepair.com/50)

(Please Note: Website address **IS NOT** case-sensitive)

**Note: Since timely redemption will be dependent upon the servicing dealer submitting a warranty transaction confirming the repair was performed, dealers are encouraged to immediately submit such transactions in the interest of customer satisfaction.**

## **Additional Program Information and Reference Materials**

### **Key Dates:**

- **Week of August 27:** Direct mail with \$50.00 Mastercard Reward Card offer in-home to owners.
- **Friday August 31:** Manifest available including owners who have been sent the \$50.00 Mastercard Reward Card offer.
  - Name: Takata Repair \$50.00 Mastercard Reward
  - Updated: Weekly through December 14, 2018
  - Data Fields: Year, Make, Model, VIN, Name, Address, Email and Phone, as available
  - Available: **Dealer Web Manifest** Application located within the App Center on GlobalConnect.
- **Week of September 24; week of October 22; week of November 12; week of November 26; week of December 10:** Reminders scheduled to be sent to unrepaired vehicle owners via direct mail and email.

### **Dealer Action Plan**

**It is extremely important that these safety repairs be completed as soon as possible**, so we are asking dealers for the following assistance:

- Access the Manifest List posted on August 31, 2018 and identify the owners who have received the \$50.00 Mastercard Reward Card offer and who are assigned to your dealership.
  - Manifest Name: Takata Repair \$50.00 Mastercard Reward.
  - Note: Manifest will be updated weekly, through December 14, 2018 to help ensure that repaired owners are removed and contact information is kept up-to-date. Before calling owner, dealer to check VIN via IVH to ensure vehicle recall repair is still open/incomplete.
  - Encourage these owners to take advantage of the \$50.00 Mastercard Reward Card offer, and visit your dealership and repair their vehicle.
- Review the phone script and Frequently Asked Questions (FAQs) included in this dealer message.
- Organize outbound phone calls for the affected owners who are assigned to your dealership to reinforce the safety urgency and encourage them to make their recall service appointment. Suggest available appointment times to help them.
- Consider hosting a late-hours service event or weekend service open house for owners to increase convenience and encourage them to bring their vehicle in, and invite them via a postcard mailing, email, and/or phone call.
- Prioritize your service work appropriately to help ensure repairs for these owners are completed as soon as possible.
- Upon completing repair of the owner's vehicle, **promptly submit the warranty transaction via the Global Warranty Management (GWM) system using the labor code specified in the appropriate recall bulletin.**

**Note: It is important that you submit these warranty transactions as soon as possible once repairs are completed so that General Motors can quickly report the successful repair completions to NHTSA and eligible vehicle owners can receive their mailed \$50.00 Mastercard Reward Card.**

## **Recommended Phone Script for Select Owners Receiving the \$50.00 Mastercard Reward Card Offer**

“Hello, this is **[Name]** calling from **[Dealership name]**. I’m calling to let you know that your **[Model Year] [Brand] [Model]** is included in the urgent Takata Air Bag Safety Recall. It’s important that you bring your **[vehicle]** in for safety recall service as soon as possible. Would you be able to bring it in on **[suggest date and time here]** so we can repair the issue right away for **FREE**? Or is there another day or time that works better for you? To encourage you to act quickly and compensate you for any inconvenience, repair now and General Motors will mail you a \$50.00 Mastercard Reward Card.

**Important: All dealer calls must be based on the Takata Repair \$50.00 Mastercard Reward Card manifest. Manifest will be updated weekly.**

### **Dealer FAQs**

In the event of any questions from affected vehicle owners, below are some guidelines on recommended responses.

#### **Q1. Why am I receiving this letter/ phone call?**

**A1.** You have received this communication because your vehicle is subject to a safety recall and it has not yet been repaired. Your vehicle is part of the Takata Air Bag Safety Recall.

#### **Q2. How would I know if my vehicle is affected by the Takata Air Bag Safety Recall?**

**A2.** You can visit [my.gm.com/recalls](http://my.gm.com/recalls) or [nhtsa.gov/recalls](http://nhtsa.gov/recalls) and enter your Vehicle Identification Number (VIN) to confirm whether your vehicle is involved in this recall or any other recalls. The registered owner of each vehicle would also have received multiple notification letters and reminder communications via US Mail from General Motors, but registration data is not always up to date and accurate when reported by the various States.

#### **Q3. Why is your specific dealership calling me?**

**A3.** Our dealership is calling you because your vehicle is part of the Takata Air Bag Safety Recall. It is important that your vehicle is repaired and I would like to help you make an appointment now, for the safety of you and your passengers. General Motors has assigned each affected vehicle owner to a specific dealership based on past sales or service relationship, if that information isn’t available, affected vehicle owners are assigned to the closest dealer location for their convenience.

#### **Q4. I have other GM vehicles that are affected by the Takata Air Bag Safety Recall. Can I obtain a \$50.00 Mastercard Reward Card for all my vehicles?**

**A4.** Yes. Select owners have been offered the \$50.00 Mastercard Reward Card. The GM recalls identified in the following table are eligible for the \$50.00 Mastercard Reward Card. Owners of makes/models involved in these recalls who have the required repair completed on their vehicle within the offer period (September 1, 2018 through December 31, 2018) will be eligible for the \$50.00 Mastercard Reward Card. There is no customer limit. Offer is valid on each affected make/model/MY as listed. No other recalls or makes/models are eligible for the \$50.00 Mastercard Reward Card offer.

| <b>\$50.00 Mastercard Reward Card for Vehicle Owners</b> |   |                  |                           |                            |
|--|---|------------------|---------------------------|----------------------------|
| <b>Recall Number</b>                                     | <b>Bulletin Subject</b>                   | <b>Division</b>  | <b>Model</b>              | <b>Model Year</b>          |
| 14491  | Front Passenger Air Bag Inflator Assembly | Pontiac          | Vibe                      | 2003 - 2007                |
| 14735  | Front Passenger Air Bag Inflator Module   | Pontiac          | Vibe                      | 2003 - 2005                |
| 15041  | Driver Air Bag Replacement                | Saab             | 9-3<br>9-5                | 2006 – 2011<br>2006 - 2009 |
| 15043  | Driver Air Bag Replacement                | Saab             | 9-3<br>9-5                | 2006 – 2011<br>2006 - 2009 |
| 15406  | Front Passenger Air Bag Inflator Module   | Pontiac          | Vibe                      | 2004 - 2007                |
| 15438  | Front Passenger Air Bag Inflator          | Chevrolet<br>GMC | Silverado HD<br>Sierra HD | 2007-2008<br>2007-2008     |
| 15815  | Front Passenger Air Bag Inflator Module   | Pontiac          | Vibe                      | 2008                       |
| 15816  | Front Passenger Air Bag Inflator          | Pontiac          | Vibe                      | 2008                       |
| 15817  | Front Passenger Air Bag Inflator          | Chevrolet<br>GMC | Silverado HD<br>Sierra HD | 2007-2008<br>2007-2008     |
| 15826  | Front Passenger Air Bag Inflator          | Pontiac          | Vibe                      | 2009 – 2010                |
| 17009  | Front Passenger Air Bag Inflator          | Pontiac          | Vibe                      | 2009                       |
| 17476  | Front Passenger Air Bag Inflator          | Pontiac          | Vibe                      | 2009-2010                  |
| 17477  | Front Passenger Air Bag Inflator          | Pontiac          | Vibe                      | 2009-2010                  |
| 28810  | Takata Driver Air Bag                     | Saturn           | Astra                     | 2008 – 2009                |
| 28811  | Takata Driver Air Bag                     | Saturn           | Astra                     | 2008 – 2009                |

**Q5. I had the Takata air bag recall completed on my vehicle prior to the offer start date of September 1, 2018. Can I get the \$50.00 Mastercard Reward Card?**

**A5.** Owners of vehicles involved in the recalls identified in the above table who had the required repair completed on their vehicle from July 1, 2018 through August 31, 2018 are also eligible for the \$50.00 Mastercard Reward Card. These owners should follow the same application submission instructions provided in the answer to Question #15.

**Q6. The offer period is not convenient for me. December 31, 2018 is not enough time to get my vehicle repaired and receive the \$50.00 Mastercard Reward Card.**

**A6.** To take advantage of this special program and get the \$50.00 Mastercard Reward Card, owners need to repair by December 31, 2018. We apologize if this deadline won't work for you, but we would still like to help you get your vehicle scheduled for this important safety repair. Can we schedule you an appointment now?

**Q7. I no longer own this vehicle so why am I still being contacted about this recall?**

**A7.** We apologize for any inconvenience. There is a safety recall on this vehicle that needs to be repaired immediately. Vehicle manufacturers are required by Federal law to contact the last known owner of record until the vehicle is repaired, scrapped or re-registered by the new owner.

Vehicle registrations from all U.S. states and territories are tracked each month to keep our records as current as possible, however, until registration information is updated, the last owner of record cannot be removed from our Direct Mail database. To update your information regarding ownership of this vehicle, please visit your local vehicle registration authority (Secretary of State office or Department of Motor Vehicles).

**Q8. I never owned this vehicle.**

**A8.** We apologize for any inconvenience. There is a safety recall on this vehicle that needs to be repaired immediately. Vehicle manufacturers are required by Federal law to contact the last known owner of record until the vehicle is repaired, scrapped or re-registered by the new owner.

Unfortunately, you have somehow been associated with this vehicle and we suggest that you contact your state vehicle registration authority (i.e. Secretary of State office or Department of Motor Vehicles) to have this error corrected.

**Q9. I am the current owner but do not drive this vehicle.**

**A9.** We appreciate this information and want you to know that your safety and the safety of your passengers is our number one priority.

*Ask the owner if they know who drives the vehicle. If the owner knows who currently drives the vehicle, reiterate to them there is a safety recall on this vehicle that needs to be repaired immediately. Ask: "Would you be willing to provide the current driver's name, address and phone number so that we may help them schedule a service appointment to have this important safety recall completed at no charge."*

If this information is provided, the current driver should be immediately contacted.

**Q10. Where can I find out if my vehicle is involved in other recalls?**

**A10.** If you would like to know if your vehicle is involved in another recall, please visit [my.gm.com/recalls](http://my.gm.com/recalls). Have your vehicle's Vehicle Identification Number (VIN) ready because you'll be asked to input it into the site. If you would like to be notified of future recalls on your vehicle you can sign up for alerts at [www.nhtsa.gov/alerts](http://www.nhtsa.gov/alerts).

**Q11. What is the value of the Mastercard Reward Card?**

**A11.** It is a \$50.00 Mastercard Reward Card and can be used wherever Mastercard is accepted.

**Q12. When and how will owners be notified of the program?**

**A12.** Letters to affected vehicle owners will in-home the week of August 27, 2018. The letters include instructions on how to start the process to get their vehicle repaired and to obtain the \$50.00 Mastercard Reward Card.

**Q13. Is the \$50.00 Mastercard Reward Card offer available in Canada?**

**A13.** No.

**Q14. Is a signed legal release required to obtain the \$50.00 Mastercard Reward Card?**

**A14.** No.

**Q15. Once my repair is complete, how do I receive my \$50.00 Mastercard Reward Card?**

**A15.** Upon completion of the required repair, vehicle owners are being instructed to visit the redemption website to submit their application for the \$50.00 Mastercard Reward Card. The redemption site is:

[www.takatarepair.com/50](http://www.takatarepair.com/50)

(Please Note: Website address **IS NOT** case-sensitive)

Vehicle owners will be required to enter VIN, date repaired, dealer that performed the repair and contact/shipping information. Application submission will be matched against dealer repair data. Once the servicing dealer submits a warranty transaction confirming the repair was performed, the \$50.00 Mastercard Reward Card will be mailed to the vehicle owner's shipping address as provided.

**Q16. How long will it take for owners to receive their \$50.00 Mastercard Reward Card?**

**A16.** It may take up to eight weeks after your vehicle is repaired for your \$50.00 Mastercard Reward Card to be processed and mailed to you.

**Q17. Who should I contact to check the status of my \$50.00 Mastercard Reward Card?**

**A17.** Please allow up to eight weeks to receive your \$50.00 Mastercard Reward Card. After that timeframe, owners should contact the General Motors Redemption Center at 1-866-288-8468. Spanish speaking owners can contact 1-800-410-1410. Phone numbers are also provided in owner's confirmation email.

**Q18. I received the \$50.00 Mastercard Reward Card, but I have questions. Who can I contact?**

**A18.** Contact the General Motors Redemption Center at 1-866-288-8468. Spanish speaking owners can contact 1-800-410-1410.

**Q19. The website does not recognize my VIN. I am having problems accessing the website. The website says my VIN is no longer valid.**

**A19.** Please double check the VIN was entered correctly. If problems persist, contact the General Motors Redemption Center at 1-866-288-8468. Spanish speaking owners can contact 1-800-410-1410.

**Q20. I still have questions about the Takata Airbag Safety Recall.**

**A20.** If you have questions regarding the Takata Airbag Safety Recall, please contact the appropriate General Motors Customer Assistance Center listed below.

| <b>Division</b> | <b>Number</b>  | <b>Text Telephones (TTY)</b> |
|-----------------|----------------|------------------------------|
| Pontiac         | 1-800-620-7668 | 1-800-833-7668               |
| Saab            | 1-800-955-9007 |                              |
| Saturn          | 1-800-972-8876 | 1-800-833-6000               |
| Chevrolet       | 1-800-630-2438 | 1-800-833-2438               |
| GMC             | 1-866-996-9463 | 1-800-462-8583               |

**Q21. What are the Terms and Conditions for the \$50.00 Mastercard Reward Card?**

**A21.** Owners of vehicles involved in the recalls identified in the table provided above who had the required repair completed on their vehicle from July 1, 2018 through December 31, 2018 are eligible for the \$50.00 Mastercard Reward Card. May take up to 8 weeks to receive reward card. The card is issued by MB Financial Bank, N.A., Member FDIC, pursuant to a license from Mastercard International, Inc. You may not use your Card to obtain cash from an automated teller machine (“ATM”), Point-of-Sale (“POS”) device, or by any other means. You may not use your Card at an ATM. The card expires on the last day of the month printed on the front of the card. After expiration your card will be charged a monthly fee of \$5.00. The fee will be charged to the Card for each month after expiration that there is a balance remaining on the Card. There is a \$5.00 fee charged to your Card if the Card is reissued or replaced for any reason. Complete terms and conditions are listed in the Cardholder Agreement provided within the original packaging.

**Q22. I repaired my vehicle by December 31, 2018. But have not yet registered. What is the last day that I can register and still receive my \$50.00 Mastercard Reward Card?**

**A22.** The redemption website at [www.takatarepair.com/50](http://www.takatarepair.com/50) will be available to owners through January 31, 2019. Owners are urged to visit the site prior to January 31, 2019 and complete the requested information. Once the repair has been verified, the \$50.00 Mastercard Reward Card will be mailed to the vehicle owner’s shipping address as provided.

**Q23. I would like to receive the \$50.00 Mastercard Reward Card, but I did not receive a direct mailer.**

**A23.** Owners of vehicles involved in the recalls identified in the above table who had the required repair completed on their vehicle from July 1, 2018 through December 31, 2018, are eligible for the \$50.00 Mastercard Reward Card. Owners should first try to enter their VIN on the redemption site at [www.takatarepair.com/50](http://www.takatarepair.com/50). If the owner’s VIN is not accepted, contact the General Motors Redemption Center: 1-866-288-8468;



Spanish speaking operators are also available at 1-800-410-1410 for help with Reward Card fulfillment.

**Q24. I received both the State Fair of Texas Ticket offer and the \$50.00 Mastercard Reward Card offer. Can I take advantage of both?**

**A24.** Yes. The State Fair of Texas ticket offer and the \$50.00 Mastercard Reward Card offers can be combined. Owners of vehicles involved in the recalls identified in the above table who had the required repair completed can redeem their offers at [www.takatarepair.com/sfot](http://www.takatarepair.com/sfot) and [www.takatarepair.com/50](http://www.takatarepair.com/50). Eligible customers are to visit both sites and provide requested information for offer redemption.

**Takata Owner Repair Incentive Offer Periods**

- State Fair of Texas Tickets Offer – Valid for repairs between July 1, 2018 and September 28, 2018.
- \$50.00 Mastercard Reward Card Offer – Valid for repairs between July 1, 2018 and December 31, 2018.

**Redemption Websites**

- [www.takatarepair.com/sfot](http://www.takatarepair.com/sfot) (State Fair of Texas Tickets Offer)
- [www.takatarepair.com/50](http://www.takatarepair.com/50) (\$50.00 Mastercard Reward Card Offer)

If the owner's VIN is not accepted, contact the General Motors Redemption Center at 1-866-288-8468. Spanish speaking operators are also available at 1-800-410-1410 for help with \$50.00 Mastercard Reward Card fulfillment.

**Important Contact Numbers**

General Motors Redemption Center: 1-866-288-8468. Spanish speaking operators are available at 1-800-410-1410.

GM Customer Assistance Centers:

| <b>Division</b> | <b>Number</b>  | <b>Text Telephones (TTY)</b> |
|-----------------|----------------|------------------------------|
| Pontiac         | 1-800-620-7668 | 1-800-833-7668               |
| Saab            | 1-800-955-9007 |                              |
| Saturn          | 1-800-972-8876 | 1-800-833-6000               |
| Chevrolet       | 1-800-630-2438 | 1-800-833-2438               |
| GMC             | 1-866-996-9463 | 1-800-462-8583               |

Dealership personnel may also contact their District Manager – Aftersales (DMA) with questions.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS

# SIDE ONE - EXAMPLE LETTER VIBE VERSION

**Note: Light blue text is for print production purposes only. This text will be black in final mailings.**



## GET A **FREE** RECALL REPAIR. GET A **\$50** REWARD CARD.

Just complete your **FREE** Takata Airbag Safety Recall Repair by 12/31/18.

Dear [First and Last Name],

Your [Year] [Brand] [Model] [VIN: SAMPLEVIN123ABCDE] is included in the Takata Airbag Safety Recall. Without this **FREE** repair, the front passenger-side airbag inflator could explode when it deploys during a crash. If this happens, sharp metal fragments could pass through the airbag, striking you or your loved ones, **causing serious injuries and even death**. Parts are available, so it's important to schedule your **FREE** repair immediately.

### SCHEDULING YOUR FREE REPAIR IS EASY

Simply call the dealer listed below to set up a repair date that's convenient for you. Or, if you'd prefer another dealer, you can choose any Chevrolet, Buick, GMC or Cadillac dealer you'd like.

### GET YOUR REPAIR. GET YOUR REWARD

To thank you for the time and effort it takes to complete your repair, we'll mail you a \$50 Mastercard® Reward Card if you can complete the **FREE** repair between 9/1/18 and 12/31/18.\* You can use it for gas, a movie, lunch — or whatever you'd like. Just follow the steps below once you complete the repair.

### CALL NOW

Sample Dealer  
12345 Some Rd, City, MI 48170-4203  
(866) 555-1211

To find another dealer, visit [mycertifiedservice.com/dealer](http://mycertifiedservice.com/dealer).  
If you have questions, call us at 1-800-620-7668.

### SERVICE HOURS

Mon: 08:30 AM - 09:00 PM  
Tue: 08:30 AM - 06:00 PM  
Wed: 08:30 AM - 09:00 PM  
Thu: 08:30 AM - 09:00 PM  
Fri: 08:30 AM - 06:00 PM  
Sat: 09:00 AM - 03:00 PM  
Sun: CLOSED

### COMPLETE YOUR REPAIR AND REDEEM YOUR \$50 MASTERCARD® REWARD CARD



- 1 Schedule your **FREE service appointment** with your dealer. Courtesy transportation may be provided if needed. See your dealer for details.
- 2 Complete your repair before 12/31/18, then visit [www.TakataRepair.com/50](http://www.TakataRepair.com/50) and enter your VIN (provided above), the date repaired and the dealer that performed the repair.
- 3 Enjoy peace of mind and a repaired vehicle, and we'll mail you a \$50 Mastercard® Reward Card.\*

**TAKE THESE INSTRUCTIONS FOR COURTESY TRANSPORTATION TO YOUR DEALER:** GM will reimburse your dealership through the Global Warranty Management System for courtesy transportation provided at your dealership from 9/1/18 through 12/31/18 for owners receiving a repair for the Takata Airbag Recall. Refer to the dealer message DCS4809 for claim submission instructions.



For more information on the Takata Airbag Safety Recall, call 1-888-327-4236 or visit [nhtsa.gov/recalls](http://nhtsa.gov/recalls)

15826/14491 - 8/24/18

\*May take up to 8 weeks to receive reward card. Offer valid for repairs made between 9/1/18-12/31/18 on all 2003-2010 Pontiac Vibe vehicles with an open Takata Airbag Safety recall. The card is issued by MB Financial Bank, N.A., Member FDIC, pursuant to a license from Mastercard International, Inc. You may not use your Card to obtain cash from an automated teller machine ("ATM"), Point-of-Sale ("POS") device, or by any other means. You may not use your Card at an ATM. The card expires on the last day of the month printed on the front of the card. After expiration your card will be charged a monthly fee of \$5.00. The fee will be charged to the Card for each month after expiration that there is a balance remaining on the Card. There is a \$5.00 fee charged to your Card if the Card is reissued or replaced for any reason. Complete terms and conditions are listed in the Cardholder Agreement provided within the original packaging.

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NHTSA

PSNB

Note: Light blue text is for print production purposes only. This text will be black in final mailings.



## OBTenga UNA REPARACIÓN DE LLAMADA A REVISIÓN GRATUITA. OBTenga UNA TARJETA DE RECOMPENSA CON USD 50.

Solo complete su reparación de llamada a revisión de seguridad del airbag de Takata **GRATUITA** antes del 31/12/2018.

Estimado [First and Last Name],

Su [Year] [Brand] [Model] [VIN: SAMPLEVIN123ABCDE] es parte de la llamada a revisión de seguridad del airbag de Takata. Si no se realiza esta reparación **GRATUITA**, inflador del airbag delantero del lado del pasajero podría explotar cuando se despliegue durante un accidente. Si esto sucede, es posible que algunos fragmentos de metal pasen a través del airbag y usted o sus seres queridos puedan recibir golpes, lo que podría **causar lesiones graves o incluso la muerte**. Las piezas están disponibles, por lo que es importante agendar la reparación **GRATUITA** de inmediato.

### AGENDAR SU REPARACIÓN GRATUITA ES SENCILLO

Simplemente, llame al concesionario que aparece a continuación para agendar una fecha de reparación que sea conveniente para usted. Si prefiere otro concesionario, puede elegir el concesionario Chevrolet, Buick, GMC o Cadillac que prefiera.

### OBTenga SU REPARACIÓN. OBTenga SU RECOMPENSA

Para agradecerle por el tiempo y esfuerzo que requiere realizar la reparación, le enviaremos una Tarjeta MasterCard® Reward con USD 50 si completa la reparación **GRATUITA** entre el 01/09/2018 y el 31/12/2018.\* Puede utilizarla para pagar gasolina, una película, una comida o lo que desee. Solo siga los pasos que se indican a continuación una vez que haya realizado la reparación.

### LLAMA AHORA

Sample Dealer  
12345 Some Rd, City, MI 48170-4203  
(866) 555-1211

Para encontrar otro concesionario, visite [mycertifiedservice.com/dealer](http://mycertifiedservice.com/dealer).  
Si tiene alguna consulta, llámenos al 1-800-620-7668.

### SERVICE HOURS

Mon: 08:30 AM - 09:00 PM  
Tue: 08:30 AM - 06:00 PM  
Wed: 08:30 AM - 09:00 PM  
Thu: 08:30 AM - 09:00 PM  
Fri: 08:30 AM - 06:00 PM  
Sat: 09:00 AM - 03:00 PM  
Sun: CLOSED

## COMPLETE SU REPARACIÓN Y CANJEE SU TARJETA MASTERCARD® REWARD CON USD 50



- 1 Agende una **cita de servicio GRATUITA** con su concesionario. Puede disponer de transporte de cortesía si es necesario. Consulte con su concesionario para obtener más detalles.
- 2 Realice la reparación antes del 31/12/2018 y luego visite **[www.TakataRepair.com/50](http://www.TakataRepair.com/50)** e Ingrese su VIN (proporcionado anteriormente), la fecha de la reparación y el concesionario que realizó la reparación.
- 3 Disfrute de la tranquilidad y de un vehículo reparado, y le enviaremos una tarjeta MasterCard® Reward con USD 50.\*

**SIGA ESTAS INSTRUCCIONES DEL TRANSPORTE DE CORTESÍA HASTA SU CONCESIONARIO:** GM reembolsará al concesionario a través del sistema de Gestión de garantía global para transportes de cortesía ofrecido por el concesionario del 01/09/2018 al 31/12/2018 para propietarios que reciban una reparación producto de una llamada a revisión del airbag de Takata. Consulte el mensaje del concesionario DCS4809 para obtener instrucciones sobre la presentación de reclamos.



Para obtener más información sobre la llamada a revisión del airbag de Takata, llame al 1-888-327-4236 o visite [nhtsa.gov/recalls](http://nhtsa.gov/recalls)

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\*La recepción de la tarjeta de recompensa puede requerir hasta 8 semanas. Oferta válida para reparaciones realizadas entre el 01/09/2018 y el 31/12/2018 en todos los vehículos Pontiac Vibe 2003-2010 que cuenten con una llamada a revisión de seguridad del airbag de Takata abierta. La tarjeta es emitida por MB Financial Bank, en América del Norte, miembro de la FDIC, en virtud de una licencia de Mastercard International, Inc. No puede utilizar su tarjeta para obtener efectivo a través de un cajero automático ("ATM"), un dispositivo en el punto de venta ("POS") o por cualquier otro medio. No puede utilizar su tarjeta en un cajero automático. La tarjeta vence al último día del mes impreso en la parte delantera de la tarjeta. Después de la fecha de vencimiento, su tarjeta tendrá un cargo mensual de \$5.00. La tarifa se cobrará directamente de la tarjeta por cada mes posterior a la fecha de vencimiento en que haya saldo restante en la tarjeta. Hay un cargo de \$5.00 a su tarjeta si se vuelve a emitir o se reemplaza por alguna razón. Los términos y las condiciones completos se mencionan en el Acuerdo del titular de la tarjeta, proporcionado dentro del paquete original.

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