



IMPORTANT SAFETY RECALL

August 2021

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 certain 2015 – 2016 model year Chevrolet Silverado 1500/2500/3500 and GMC Sierra 1500/2500/3500 vehicles. 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

- Your vehicle is involved in GM safety recall N202324251.
- You may have received notification that your vehicle was involved with GM Safety Recall N202309680 / N202309681 / N202309682 (20V736). Vehicles in that recall will be addressed under safety recall N202324251.

Why is your vehicle being recalled?

In these vehicles, the roof-rail airbag (“RRAB”) inflators, which are located on the left- and right-side roof rails above the headliner, may contain a manufacturing defect that may result in inflator end cap separation or inflator sidewall split. If the end cap separates from the RRAB inflator or a sidewall rupture occurs, the compressed gas will escape from the inflator and the end cap or other components can be propelled into the vehicle, potentially causing an occupant injury if the vehicle is occupied.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your GM dealer will replace suspect left and right side RRAB modules. 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: <https://my.gm.com/recalls>. If you have already paid for repairs for this condition, you may submit those charges using the reimbursement request form that will be provided with the next letter.

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	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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 21V504.

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

Regina Carto
Vice President
Global Vehicle Safety and Systems

GM Recall: N202324251