

CSC-10032328-4960

Dear General Motors Customer:

We have learned that your 2007, 2008, or 2009 model year Chevrolet Silverado or GMC Sierra, currently or previously registered in Alaska, Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin may have a condition in which the sensing and diagnostic module (SDM) may corrode due to a significant quantity of snow and/or water containing road salt or other contaminants entering the vehicle and saturating the acoustical padding beneath the carpet. The SDM is located under the driver’s seat beneath the acoustical padding. If sufficient moisture collects and is retained in the padding, it may cause excessive corrosion under the SDM that could compromise the module seal and allow water intrusion that could result in SDM malfunction. If this condition exists, the airbag readiness light or a “Service Airbag” message on the Driver Information Center (DIC) may illuminate. In rare cases, the vehicle may contact OnStar® and the seat belt pretensioners or front airbags may deploy.

Your satisfaction with your 2007, 2008, or 2009 model year Chevrolet Silverado or GMC Sierra is very important to us, so we are announcing a program to prevent this condition.

What We Will Do: Your dealer will remove the acoustical pad above the SDM, inspect the SDM, and replace the SDM, if necessary. This service will be performed for you at **no charge at no charge.**

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

Reimbursement: Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the condition described in this letter, 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 November 30, 2015, unless state law specifies a longer reimbursement period.

If you have any 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
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 sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Alicia S. Boler-Davis
Sr. Vice President
Global Quality & Customer Experience

Enclosure
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