

December 20, 2021

RECEIVED BY: MARQUE  
DATE: 12/24/21  
TIME: 8:58 AM

**ATTY. RUTH B. CASTELO**  
Undersecretary  
Consumer Protection Group  
Department of Trade and Industry

**Subject: Preventive Safety Recall Campaign**

Dear Undersecretary Castelo,

Greetings.

This has reference to TCCCI letter dated 15 September 2021, with a **subject: Preventive Safety Recall Campaign**, which was sent to your office on 15 September 2021. The campaign letter covers 435 units of Chevrolet Suburban and Chevrolet Tahoe for certain 2007-2012 model years for replacement of its **TAKATA Passenger Airbag Inflator**, broken down as follows:

This refers to the TCCCI letter dated 15 September 2021, with the subject: **Preventive Safety Recall Campaign**, which was sent to your office on 15 September 2021. The campaign letter covers **435 Chevrolet Suburban and Chevrolet Tahoe models from 2007 to 2012 for replacement of its TAKATA Passenger Airbag Inflator**, as follows:

MAKE/MODEL/ YEAR	2007	2008	2009	2010	2011	2012	TOTAL
SUBURBAN	53	76	15	80	56	35	315
TAHOE	49	41	5		11	14	120
<b>GRAND TOTAL</b>	<b>102</b>	<b>117</b>	<b>20</b>	<b>80</b>	<b>67</b>	<b>49</b>	<b>435</b>

TCCCI is conducting a Special Service Campaign for the **TAKATA Passenger Airbag Inflator** of the aforementioned vehicles, and the recall campaign is announced through the use of public notice, which is attached herewith as Annex "A."

Furthermore, TCCCI has already mobilized its dealerships to notify all customers who own Suburban or Tahoe models that the **Passenger Airbag**

CPAB

D/MNV

- 1) Pls do the needful especially relative to informing ROG and other stakeholders
- 2) Do we usually post soc cards? If yes, pls have one prepared.
- 3) Draft reply letter which must use firm language on the importance of TCCCI complying

Thanks.

for  
23 Dec 2021

cc: FTES

AD Mel,  
FYI and  
to check

if there  
have been

complaints  
filed  
so far.  
Thanks

✓

23 Dec  
2021



**Inflator** is affected by this recall. Chevrolet service centers across the country have been notified to inspect and repair all affected vehicles.

As mentioned, TCCCI, from the very start, has already notified its customer and the public to recall all **Passenger Airbag inflators** of the affected Suburban and Tahoe models.

In a letter dated 15 September 2021, TCCCI also informed this office of the said recall campaign. However, when TCCCI submitted the letter informing the department of TCCCI's recall campaign for the aforementioned vehicles, **the letter was supposedly a recall campaign for TAKATA Passenger Airbag Inflator** for certain 2007 to 2012 model years of Suburban and Tahoe, **rather than TAKATA Driver's Airbag** for the same models, as highlighted below. The afore-cited mistake was only thru the letter that was submitted to this office. **In fact, notices of public recall campaigns as well as notices served to the customers were all TAKATA Passenger Airbag Inflator.**

Dear Undersecretary Castelo,

Greetings,

In line with its corporate commitment to safety, General Motors Thailand (GMTh) and its domestic distributor in the Philippines, The Covenant Car Company, Inc. (TCCCI), has conducted a Preventive Safety Recall Campaign last year.

Accordingly, GMTh continuously conducts routine inspections of its vehicles, and in one of these inspections, it discovered that aside from the previous notice of recall campaign of Takata Airbags replacement dated April 29, 2019, received by the Office of the Undersecretary Consumer Protection Group, some of the TAKATA Driver's Airbag for certain 2007-2012 model years of Suburban and Tahoe (subject vehicles) which are made of non-desiccated Phased Stabilized Ammonium Nitrate (PSAN), as a propellant may over time degrade due to a combination of a high absolute humidity environment and high temperature for long term exposure.

Although no reports have been received by GMTh alleging injuries or damages related to this condition, this may alter its performance and may cause the airbag to go off with too much force in case of a collision, that may cause sharp metal fragments to shoot out and cause injury.

In this regard, TCCCI, the authorized distributor of Chevrolet vehicles in the Philippines, would like to inform your good office that TCCCI, through its Chevrolet Customer Service Centers, shall conduct a Special Service Campaign for the TAKATA Driver's Airbags of the above-stated subject vehicles.

Copy of the letter is herewith attached as Annex "B"

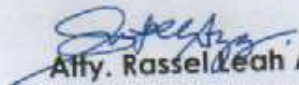
In this regard, TCCCI would like to manifest that the afore-cited mistake was not intentional and was not intended to mislead the stakeholders and this Honorable Office. We respectfully request this Office's indulgence and kind understanding, and respectfully beg to take notice of this letter.

Rest assured that TCCCI will continue to carry out the **Special Service Campaign for TAKATA Passenger Airbag Inflator** of the affected vehicles via its Chevrolet Customer Service Centers. TCCCI will repair the affected models and, if necessary, replace them with new TAKATA Passenger Airbag Inflators at NO COST to the customers.


We look forward to your kind understanding and support.

Thank you very much.

Very truly yours,

  
**Atty. Rassel Leah A. Ag-agwa**  
First Assistant Vice President  
Office of the Corporate Counsel







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TAHOE 2007-2013



SUBURBAN 2007-2013

<b>VEHICLES</b>	<b>SHOPPING TOOLS</b>	<b>OWNERS</b>	<b>ABOUT</b>	<b>HELP CENTER</b>	<b>FOLLOW CHEVROLET</b>
Cars	Current Offers	Chevrolet Complete Care	Our Company	Contact Us	   
SUVs	Shop, Click, Drive	Recalls	News	Chevrolet Worldwide	
Performance	Book a Test Drive	Connectivity	Careers	SiteMap	

<https://chevrolet.com.ph/recalls>

Although no reports have been received by GM's ongoing recall or campaign related to this condition, it may affect its performance and may cause the spring to go off with too much force in case of a collision, that may cause sharp metal fragments to shoot out and cause injury.

In the region, RCCC, the authorized distributor of Chevrolet vehicles in the Philippines, would like to assure you good office that RCCC, through its Chevrolet Customer Service Centers, shall conduct a Special Service Campaign for the SAJARA- Driver's Abroad at the dealer-posed subject vehicles.

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