

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



# IMPORTANT SAFETY RECALL

December 2014

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 2013-2014 model year Cadillac CTS, Escalade, and Escalade ESV; Chevrolet Suburban and Tahoe; GMC Yukon and Yukon XL; and 2014 model year Buick Enclave; Chevrolet Express, Impala, Silverado HD, and Traverse; and GMC Acadia, Savana, and Sierra HD 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

- This notice applies to your GM vehicle, VIN \_\_\_\_\_.
- Your vehicle is involved in GM recall 14515.

General Motors recently discovered a data system issue which may have caused some current owners of vehicles -- that were originally purchased by fleet buyers in the U.S. and Canada -- to not receive certain recall communications from GM. This issue may have prevented prior letters concerning this recall from reaching you, which is why you are receiving this letter. We have corrected our data system and apologize for any delay in providing this letter to you.

In cooperation with the National Highway Traffic Safety Administration (NHTSA) we recommend that you check your vehicle identification number periodically at the GM recall website (<https://recalls.gm.com>) or at NHTSA's website (<https://vinrcl.safercar.gov/vin/>), where you can find the most up-to-date recall information for your vehicle.

### Why is your vehicle being recalled?

Some of these vehicles were built with a contamination within the chassis electronic module. This contamination can cause an electrical short in the module. If the module experiences an electrical short, the vehicle could display a check engine light,

stall, or fail to start. If the vehicle is equipped with a trailer brake, the vehicle could lose trailer brake function and display a “Service Trailer Brake System” indicator. If the vehicle experiences this condition and stalls while in motion, there could be an increased risk of a vehicle crash.

**What will we do?**

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your GM dealer will replace the chassis electronic module on all affected vehicles. 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 [www.recalls.gm.com](http://www.recalls.gm.com).

**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
Cadillac	1-800-458-8006	1-800-833-2622
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	

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 14V614.

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

A handwritten signature in black ink, appearing to read "Jeffrey M. Boyer". The signature is written in a cursive, somewhat stylized font.

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

GM Recall #14515