



# IMPORTANT SAFETY RECALL

December 2014

This notice applies to your vehicle, **VIN:** \_\_\_\_\_.

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2014 model year Chevrolet Malibu vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 103 for windshield defrosting and defogging. As a result, GM is conducting a 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 safety recall 13380.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

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?

The heating, ventilation, and air conditioning (HVAC) control may intermittently become inoperable when the vehicle is started. If this occurs, the HVAC mode will remain in the latest mode set prior to the vehicle being shut off. If the windshield defrost was not previously on, it cannot be turned on until ten minutes after the vehicle is turned off and then restarted. If this happens when the defrost system is required, it may decrease your visibility and result in a crash.

### What will we do?

Your Chevrolet dealer will reprogram the HVAC control module. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual reprogramming time of approximately 20 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

**What should you do?**

You should contact your Chevrolet dealer to arrange a service appointment as soon as possible.

**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
Guam	1-671-648-8450	
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 13V567.

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



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