



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 2, 2014

Ms. Carmen Benavides
Director, Product Investigations
General Motors LLC
30001 Van Dyke - Mail Code 480-210-2V
Warren, MI 48090-9055

NVS-215KS
14V-223

Subject: Inaccurate Fuel Gauge Reading

Dear Ms. Benavides:

This letter serves to acknowledge General Motors LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

BUICK/ENCLAVE/2014
CHEVROLET/TRVERSE/2014
GMC/ACADIA/2014

Mfr's Report Date: April 29, 2014

NHTSA Campaign Number: 14V-223

Components:

ELECTRICAL SYSTEM: INSTRUMENT PANEL
ELECTRICAL SYSTEM: SOFTWARE
FUEL SYSTEM, GASOLINE

Potential Number of Units Affected: 51,640

Problem Description:

General Motors LLC (GM) is recalling certain model year 2014 Buick Enclave, Chevrolet Traverse, and GMC Acadia vehicles manufactured March 26, 2013, through August 15, 2013. In the affected vehicles, the engine control module (ECM) software may cause the fuel gauge to read inaccurately.

Consequence:

An inaccurate fuel gauge may result in the vehicle unexpectedly running out of fuel and stalling, increasing the risk of a crash.

Remedy:

GM will notify owners, and dealers will reprogram the ECM to correct the fuel gauge reading, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact General Motors at 1-800-521-7300 (Buick), 1-800-222-1020 (Chevrolet), and 1-800-462-8782 (GMC). GM's number for this recall is 14007.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is expected owners will be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

As required in Part 573.6(c)(6), in the case of a defect, please provide a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information, with their dates of receipt. Please provide this information as soon as possible.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at kelly.schuler@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement