



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

1200 New Jersey Avenue SE  
Washington, DC 20590

August 25, 2014

Mr. Brian Latouf  
Director, Field Product Investigations and Evaluations  
General Motors LLC  
30001 Van Dyke - Mail Code 480-210-2V  
Warren, MI 48090-9055

NVS-215KS  
14V-409

**Subject:** Improperly Torqued Steering Component Fasteners

Dear Mr. Latouf:

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/REGAL/2014  
CADILLAC/XTS/2014  
CHEVROLET/CAMARO/2014  
CHEVROLET/IMPALA/2014

**Mfr's Report Date:** July 2, 2014

**NHTSA Campaign Number:** 14V-409

**Components:**

STEERING

**Potential Number of Units Affected:** 106

**Problem Description:**

General Motors LLC (GM) is recalling certain model year 2014 Buick Regal, Cadillac XTS, Chevrolet Camaro and Chevrolet Impala vehicles. Improperly torqued fasteners may cause the steering intermediate shaft and the steering gear and/or the lower control arm and the lower ball joint to separate.

**Consequence:**

If any of the components separate, the vehicle may have a loss of steering, increasing the risk of a crash.

**Remedy:**

GM began to notify owners on June 27, 2014, and dealers will inspect the fasteners for correct torque, correcting them as necessary, free of charge. Owners may contact GM customer service at 1-800-521-7300 (Buick), 1-800-458-8006 (Cadillac) or 1-800-222-1020 (Chevrolet). GM's number for this recall is 14378.

**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](http://www.safercar.gov).



Please be reminded of the following requirements:

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).

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](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

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