August 18, 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-417

Subject: Engine Block Heater Power Cord Damage

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/ENCORE/2013-2014
BUICK/VERANO/2013-2014
CHEVROLET/CRUZE/2013-2014
CHEVROLET/SONIC/2012-2014

Mfr's Report Date: July 2, 2014

NHTSA Campaign Number: 14V-417

Components:
EQUIPMENT:ELECTRICAL

Potential Number of Units Affected: 2,990

Problem Description:
General Motors LLC (GM) is recalling certain model year 2013-2014 Buick Encore all-wheel-drive vehicles manufactured August 23, 2012, to September 9, 2013; Verano vehicles manufactured August 8, 2012, to June 20, 2013; Chevrolet Cruze vehicles manufactured August 7, 2012, to August 16, 2013, and 2012-2014 Chevrolet Sonic vehicles manufactured May 10, 2011, to August 16, 2012 equipped with a Calix oil pan/block heater. In cold temperatures, the insulation on the engine block heater cord can become damaged, allowing the wires to be exposed.

Consequence:
Exposed wires increase the risk of electrical shock and personal injury if the cord is handled while it is plugged in.

Remedy:
GM will notify owners, and dealers will replace the engine oil pan/block heater cord with a new cord that is rated for temperatures of minus 40 degree Celsius. The manufacturer has not yet provided a notification schedule. Owners may contact Buick customer service at 1-800-521-7300 or Chevrolet customer service at 1-800-222-1020. GM's number for this recall is 14257.

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.

We have received GM's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

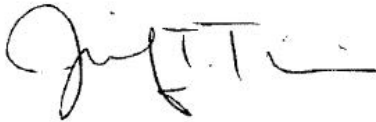Please be reminded of the following requirements:

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).

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 required that owners 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 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