



May 13, 2014

Ms. Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Recall Management Division (NVS-215)  
1200 New Jersey Avenue, SE – Room W45-306  
Washington, DC 20590

Re: NHTSA Notification Campaign No. 14V-223

Dear Ms. Lewis:

This letter supersedes General Motors' letter of April 29, 2014, and is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors to conduct a safety related recall involving some 2014 model year Buick Enclave, Chevrolet Traverse and GMC Acadia vehicles. Specifically, the information submitted pursuant to 49 CFR 573.6(c)(6) below supersedes information included in General Motors' letter of April 29, 2014.

573.6(c)(1): Buick, Chevrolet and GMC Brands of General Motors Company.

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect which relates to motor vehicle safety exists in some 2014 model year Buick Enclave, Chevrolet Traverse and GMC Acadia vehicles. A calibration in the engine control module (ECM) may result in inaccurate fuel gauge readings at both the high and low end of the fuel range by as much as one quarter of a tank. If the fuel gauge wrongly indicates more fuel than is actually present, the customer can run out of fuel. If a customer runs out of fuel while driving, the vehicle will stall, increasing the risk of a crash.

573.6(c)(6): As permitted by the provisions of 49 C.F.R. 573.6(b), and pursuant to the requirements of 49 C.F.R. 573.6(c)(6), General Motors now submits the chronology of principal events that were the basis for the determination that the defect related to motor vehicle safety.

In July 2013 the 2014 MY Buick Enclave, Chevrolet Traverse and GMC Acadia vehicles started production with a revised software calibration to better predict fuel levels. The revised calibration takes into account actions such as refueling events, sloshing of fuel during operation and consumption rates to better predict fuel level readings.



In August 2013 feedback from rental fleet customers was received regarding errors in gage readings predominantly at the FULL end of the range. Specific complaints came regarding rental customers being charged a fuel surcharge for vehicles that had been refueled but were still reading less than full. To address this fleet customer concern, on August 15, 2013, a production change was made to revert to the 2013 MY fuel gauge software and calibration.

On September 23, 2013, the 2013MY service software and calibration was made available at dealers along with issuing a service bulletin to help dealers diagnose and repair issues with fuel gauge readings.

On November 19, 2013, Product Investigations was informed of a quality concern regarding inaccurate fuel gauge readings. At that time there were warranty claims in the GM warranty system with verbatims indicating "running out of fuel". On November 21, 2013, GM conducted an internal TREAD search specifically looking for additional records of fuel error readings, which identified 28 VINs with records of "less fuel than indicated". Product Investigations along with the warranty engineer and calibration engineer pulled together the records on fuel gauge readings and as of December 6, 2013, there were approximately 1000 complaints of inaccurate fuel gauge readings, the vast majority of these readings being less than full, and 62 related to running out fuel.

On January 9, 2014, a Field Performance Review of the history and data led to a GM recommendation for a customer satisfaction field action. GM had a discussion with NHTSA on February 12, 2014, regarding the plan for a customer satisfaction field action. NHTSA took the matter under consideration to provide additional feedback, either supporting the customer satisfaction field action or making a recommendation for different action.

After receiving feedback from the agency during the week of March 31, the issue was presented to the Field Action Performance Evaluation Review Committee on April 14, 2014, and on April 22, 2014, the Executive Field Action Decision Committee decided to conduct a safety recall.

573.6(c)(8): Dealers are to reprogram the ECM with a new software calibration.

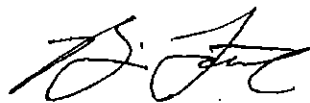
General Motors will provide the dealer bulletin and owner letter mail dates when available.

Pursuant to 577.11, General Motors does not plan to provide notice about reimbursement to owners because all involved vehicles are covered under the new vehicle warranty.

573.6(c)(10): General Motors will provide the dealer bulletin and owner letter under separate cover.

573.6(c)(11): General Motors' assigned recall number is 14007.

Sincerely,



Brian Latouf, Director  
Field Product Investigations & Evaluations

Attachment

573.6(c)(2)(3)(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR  
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM)</u>	<u>(TO)</u>	<u>DESCRIPTIVE INFO TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Buick	R/V	2014	12,897	03/26/2013	08/15/2013	Enclave	*
Chevrolet	R/V	2014	20,606	03/26/2013	08/15/2013	Traverse	*
GMC	R/V	2014	18,137	03/26/2013	08/15/2013	Acadia	*
GM Total:			51,640				

\* All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): N/A General Motors programs the calibration.

14007