

GM CUSTOMER CARE AND AFTERSALES
DCS3172
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 28, 2014

Subject: 14121 - Safety Recall – Stop Delivery Until Safety Recall Has Been
Performed on the Vehicle
Transmission Oil Cooler Connection

Models: 2014 Chevrolet Silverado Light Duty Regular Cab, Double Cab,
Crew Cab 1500 Series
2015 Chevrolet Suburban, Tahoe
2014 GMC Sierra Light Duty Regular Cab, Double Cab, Crew
Cab 1500 Series
2015 GMC Yukon, Yukon XL
Equipped with 6-Speed Automatic Transmission (MYC)

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is announcing Safety Recall 14121 today. Please see the attached
bulletin for details.

Involved vehicles that are in dealer inventory must be held and not delivered to
customers, dealer traded, or used for demonstration purposes or left unattended with
the engine on until the repair contained in the bulletin has been performed.

Customer Letter Mailing

The customer letter mail date has not yet been determined.

Global Connect (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated the week of March 31,
2014. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE
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