

GM CUSTOMER CARE AND AFTERSALES
DCS3367
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 23, 2014

Subject: 14204A - Safety Recall
Inner Tie Rod Torque
Parts Information Section Revised

Models: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500
2015 Chevrolet Tahoe

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

The Parts Information section have been revised. Dealers should refer to the GM Parts Catalog when ordering a replacement steering gear assembly. Please see the attached bulletin for details and discard all copies of bulletin 14204.

For their safety, customers should not drive their vehicle until it has been inspected or repaired. Dealers are to immediately contact each customer to inform them of this recall and arrange to have their vehicle towed to the dealership. Customers should not drive their vehicle to the dealership.

GM also attempted to contact customers via a FedEx letter to inform them of this recall. The letter instructed the customer not to drive their vehicle and to immediately contact their dealer to have the vehicle towed to the dealership. Dealers are to provide the customer with a courtesy vehicle, if necessary.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES