

GM CUSTOMER CARE AND AFTERSALES
DCS3316
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 28, 2014

Subject: 14187C – Safety Recall
Front Safety Belt Anchor
Recall Notification Letter Added

Models: 2009-2014 Buick Enclave
2009-2014 Chevrolet Traverse
2009-2014 GMC Acadia
2009-2010 Saturn Outlook

To: All Buick, Chevrolet, and GMC Dealers

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

This bulletin has been revised to include a copy of the recall notification letter. This letter was originally sent to 2009-2010 model year vehicle owners only and instructed them to contact a GM dealer to arrange a service appointment as soon as possible.

At the same time, the 2011-2014 model year vehicle owners were sent a recall advisory letter. This letter informed them of the recall and that the parts needed to repair their vehicles were not available. It also explained that when the parts were available, they would receive another letter asking them to contact a GM dealer to arrange a service appointment for this recall.

The recall advisory letter also included an inspection procedure to help owners determine if their vehicle's safety belt sleeves are displaying any signs of damage. If either sleeve exhibits any tears, holes or wear marks, the inspection procedure instructed owners to stop driving their vehicle and to immediately contact a GM dealer. The inspection procedure also stated that the dealer will arrange for the vehicle to be towed to the dealership at no charge and provide the owner with a free loaner vehicle until the recall repair can be completed.

The mailing of recall notification letters to the 2011-2014 model year vehicle owners will begin on September 2, 2014.

A copy of the revised bulletin is attached.

END OF MESSAGE
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