

GM CUSTOMER CARE AND AFTERSALES
DCS3384
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 6, 2014

Subject: 14356 – Safety Recall – VIN Load Update
Inspect Power Steering Hoses
Additional Population Added

Models: 2015 Chevrolet Silverado and GMC Sierra 2500/3500 HD Vehicles

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

On September 29, 2014, dealers were informed that approximately 67,000 vehicles in the U.S. were added to safety recall 14356. Due to system issues, the VINs were not loaded into IVH on October 1 as expected. We are trying to resolve the issue and expect the VINs to appear in IVH October 9th or 10th. A list of involved vehicles still in dealer inventory is attached to this message. Dealers can repair these vehicles according to the repair procedure in the bulletin. Once the vehicle is repaired, dealers can deliver the vehicle to the customer. However, the warranty transaction will need to be held until the VIN appears in IVH.

END OF MESSAGE
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