

GM CUSTOMER CARE AND AFTERSALES  
DCS3318  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 25, 2014

Subject: 14257A – Safety Recall  
Cracked Heater Cord  
Customer Letter Added

Models: 2011-2014 Chevrolet Cruze; 2012-2014 Chevrolet Sonic; 2013-2014  
Buick Encore AWD, Verano and Chevrolet TRAX AWD Equipped  
with Oil Pan Heater (KPK) or Engine Block Heater (KO5)

To: All Buick and Chevrolet Dealers

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

Bulletin 14257A has been revised to include a copy of the customer letter. Please  
discard all copies of bulletin 14257.

**Customer Letter Mailing**

The customer letter mailing will begin on August 29, 2014.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES