

GM CUSTOMER CARE AND AFTERSALES  
DCS3298  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 14, 2014

Subject: 14257 - Safety Recall – Release from Stop Delivery Upon Completion of Recall Cracked Heater Cord

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: Dealer, Dealer Principal, General Manager, General Sales Manager, New Vehicle Sales Manager, Parts and Service Director, Parts Manager, Service Manager, and Warranty Administrator

General Motors is releasing Safety Recall 14257 today. The total number of U.S. vehicles involved is approximately 3,000. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery July 2, 2014. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

**Customer Letter Mailing**

The customer letter mailing will begin in late August.

**Global Connect (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated August 15, 2014. A list of involved vehicles in dealer inventory is attached to this message.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available late August.

END OF MESSAGE  
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