

GM CUSTOMER CARE AND AFTERSALES
DCS3306
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 18, 2014

Subject: 14257 - Release of Vehicles Placed on Stop Delivery in Error
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: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

On August 14, 2014, GM released bulletin 14257. This bulletin released vehicles from stop delivery once the recall was performed on the vehicle.

Vehicles that are equipped with a 1.4L engine (LUV) were included in the stop delivery order in error. Vehicles equipped with a 1.4L engine are NOT involved in safety recall 14257 and are immediately released from stop delivery. A list containing these VINs is attached to this message.

If the vehicle is eligible for floor plan, please submit a ZREG warranty transaction using labor code 9900051 for eligible days, not to exceed 48 days. **Do NOT submit for floor plan until Wednesday, August 20. Transactions submitted prior to August 20 will reject.**

Vehicle	Reimbursement Amount
2013 Cruze	\$3.05
2014 Cruze	\$2.83
2013 Sonic	\$2.49
2013 Encore	\$3.75
2014 Encore	\$3.86

END OF MESSAGE
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