

GM CUSTOMER CARE AND AFTERSALES  
DCS3323  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 26, 2014

Subject: 14340C – Safety Recall  
Incomplete Weld on the Seat Hook Bracket Assembly  
Added Customer Letter and Additional Photo

Models: 2013-2014 Buick Encore  
2013-2014 Cadillac ATS  
2014 Cadillac CTS Sedan (VIN A)  
2014 Cadillac ELR  
2013-2014 Chevrolet Trax  
2014 Chevrolet SS  
2014 Chevrolet Caprice PPV  
2014 Chevrolet Silverado 1500  
2014 GMC Sierra 1500  
2015 Chevrolet Silverado 2500/3500 HD  
2015 GMC Sierra 2500/3500 HD

To: All Buick, Cadillac, Chevrolet, and GMC Dealers

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

The service procedure in this bulletin has been revised to include photos that show a comparison of a complete weld and an incomplete weld, an example of the letter that is used to notify customers of this recall, and to move part of step 3 into an additional step. Please discard all copies of bulletin 14340B.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES