

GM CUSTOMER CARE AND AFTERSALES
DCS3453
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 18, 2014

Subject: Upcoming Safety Recall 14515 - Update
Chassis Electronic Control Module
Customer Advisory Letter

Models: 2014 Buick Enclave
2013-2014 Cadillac CTS (VIN D), Escalade, Escalade ESV
2013-2014 Chevrolet Suburban, Tahoe
2014 Chevrolet Express, Impala, Silverado HD, Traverse
2014 GMC Acadia, Savana, Sierra HD
2013-2014 GMC Yukon, Yukon XL

To: All General Motors 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

On October 1, 2014, all GM dealers were advised via GM GlobalConnect Message G_0000201459 of upcoming safety recall 14515. This was a stop delivery order instructing dealers to hold and not deliver to customers, dealer-trade, release to auction, or use for demonstration purposes any involved vehicle in dealer inventory. This order is still in effect until further notice.

The purpose of this message is to inform you of the mailing of customer advisory letters on November 7, 2014. Even though parts to repair these vehicles are not yet available, this action was required by the National Highway Traffic Safety Agency (NHTSA). A generic copy of the letter is attached for your review.

We are working with the supplier to obtain the required parts as quickly as possible. Right now it appears that will be the week of January 5, 2015. Dealers will be advised when parts are available and the recall bulletin is scheduled for release.

Involved vehicles have been updated on the Investigate Vehicle History screen in the Global Warranty Management system to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries. Please note the "N/A" under Release Date and the "Incomplete – Remedy Not Yet Available" message under Status. This means the repair procedure is not yet available and dealers should not attempt to perform any repairs at this time.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES