

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



IMPORTANT SAFETY RECALL

April 2014

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2014 model year Buick Enclave, LaCrosse, Regal, Verano; Chevrolet Cruze, Impala, Malibu, Traverse; and GMC Acadia vehicles may not conform to Federal/Canada Motor Vehicle Safety Standard MVSS102 or MVSS114.

As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- This notice applies to your 2014 model year Buick Enclave, LaCrosse, Regal, Verano; Chevrolet Cruze, Impala, Malibu, Traverse; or GMC Acadia **VIN:** _____.
- Your vehicle is involved in GM recall 14048.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

On your vehicle, the transmission shift cable adjuster body could potentially become disengaged from the shift lever preventing the transmission from being shifted mechanically. Additionally, the transmission range selector lever inside your vehicle may not match the PRNDL display in the instrument panel. If the transmission shift cable adjuster body becomes disengaged while driving, upon stopping the vehicle, you may be able to move the transmission range selector lever to the park position and remove the key, but the vehicle's transmission would not actually be in park. If this happens and the parking brake is not set, the vehicle could roll and a vehicle crash could occur, increasing the risk of injury to exiting occupants and bystanders.

What will we do?

Your GM dealer will inspect and, if necessary, replace the factory installed transmission shift cable adjuster body and lock clip. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 30 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

What should you do? You should contact your GM dealer to arrange a service appointment as soon as possible.

Until your vehicle is repaired, please use the parking brake when parking.

Do you have questions? If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V092.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall #14048