



# IMPORTANT SAFETY RECALL

June 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 a defect which relates to motor vehicle safety exists in some 2014 model year Buick Lacrosse and Chevrolet Malibu vehicles equipped with a 17 inch front brake assembly. As a result, GM is conducting a safety 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 Lacrosse or Chevrolet Malibu vehicle equipped with a 17 inch front brake assembly, VIN \_\_\_\_\_.
- Your vehicle is involved in GM safety recall 14128.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The front brake assembly may have been built with the rear brake rotor, which by design, is 7 mm thinner than the front rotor. On new vehicles, brake performance is not initially affected. However, higher heat will be generated by the thinner rear brake rotor and this will significantly shorten the brake pad life. As the pads and rotor wear, the outer brake pad will become disengaged from the caliper bracket, and the diagonal corners of the brake system will lose hydraulic integrity. This will result in reduced brake system performance and illuminate the brake warning light. Additional brake application will result in loss of braking. Reduced performance or loss of brakes will increase the risk of a crash.

### What will we do?

Your GM dealer will inspect both front brake rotors. If an incorrect rotor is installed, your dealer will install a new rotor and replace both front brake pads. 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 inspection time of approximately 20 minutes. If repairs are required, an additional 50 minutes will be needed.

**What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible.

**If the brake warning light illuminates while driving, stop driving the vehicle and have the vehicle towed for service.**

**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	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
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 14V240.

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 #14128