

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



# IMPORTANT SAFETY RECALL

July 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 2011-2014 model year Buick Enclave, Chevrolet Traverse and GMC Acadia vehicles. 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 2011-2014 model year Buick Enclave, Chevrolet Traverse and GMC Acadia vehicles, **VIN:** \_\_\_\_\_.
- Your vehicle is involved in GM recall 14187.
- Parts are not presently available to repair your vehicle. When parts become available, GM will send you another letter to notify you to schedule a service appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The flexible steel cable that connects the safety belt to the vehicle at the outside of the front outboard seating positions can fatigue and separate over time as a result of occupant movement into the seat. In a crash, a separated cable could increase the risk of injury to the occupant.

### What will we do?

**PARTS ARE NOT CURRENTLY AVAILABLE**, but when parts are available, depending on the make and model of your vehicle, your GM will inspect and, if necessary, either repair or replace your vehicle's lap pretensioner. 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 55 minutes.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. If you have already paid to have this condition remedied, a reimbursement request form will be included with the letter.

### What should you do?

**As a precaution, until we are able to service your vehicle for this condition, please inspect the driver and passenger safety**

**belt sleeve as per the inspection procedure on the last page of this letter and follow the instructions provided.**

**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
GMC	1-800-462-8782	1-888-889-2438
Saturn	1-800-553-6000	1-800-833-6000
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 14V266.

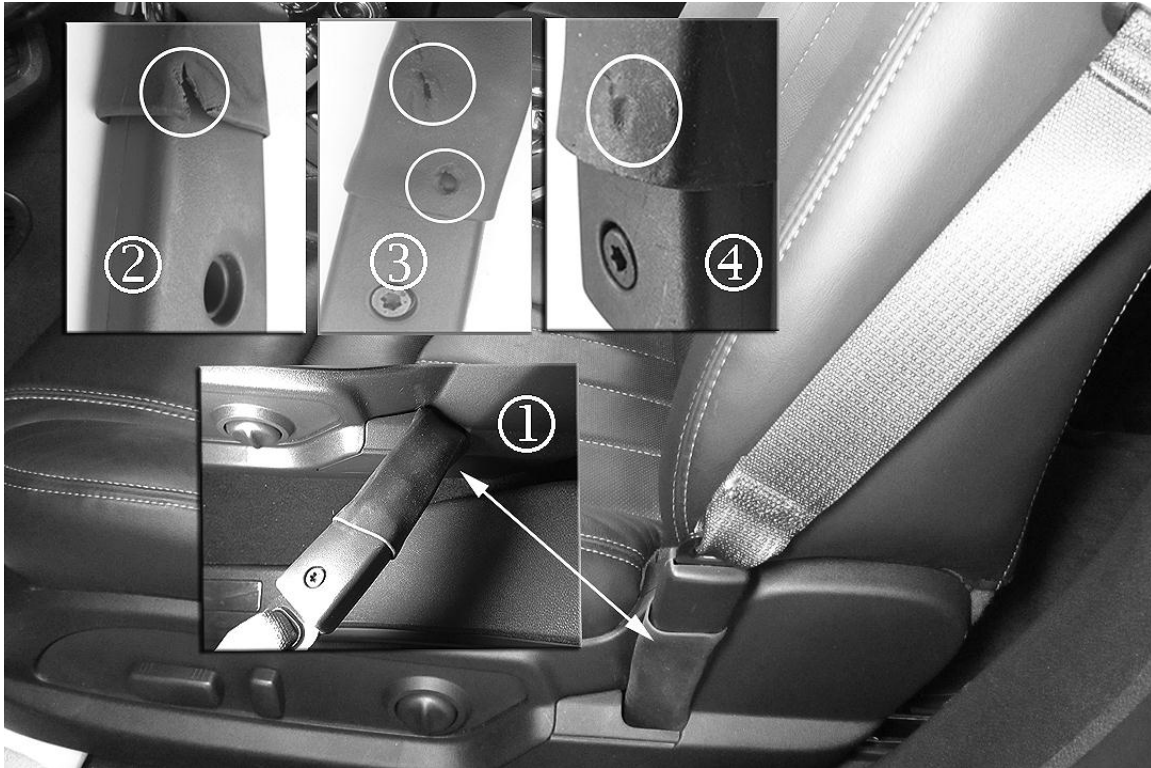
Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney  
General Director,  
Customer and Relationship Services

GM Recall Number: 14187

## DRIVER AND PASSENGER SAFETY BELT SLEEVE INSPECTION PROCEDURE

1. Move the front seats to the full forward and full downward position. The safety belt sleeve covers the flexible steel cable that connects the safety belt to the vehicle's floor pan at the outside of the front outboard seating positions.



**Note:** With the vehicle door fully open, it will be necessary to pull the safety belt assembly away from the seat until you are able to view the inboard side of the safety belt sleeve (1).

2. Inspect the safety belt sleeve for any tears (2), holes (3) or wear marks (4). This inspection must be performed on both the driver and passenger safety belt sleeve.
  - If the driver and passenger safety belt sleeves show no visible tears, holes or wear marks, no further action is required until you receive a second letter from GM asking you to take your vehicle to your dealer.
  - If either the driver or passenger safety belt sleeve shows a tear, hole or wear mark, please stop driving your vehicle and immediately contact your GM dealer. Your dealer will arrange for your vehicle to be towed to the dealership at no charge and provide you with a free loaner vehicle until this condition can be corrected on your vehicle.