



IMPORTANT SAFETY RECALL

August 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 LaCrosse model vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standards 114, Theft Protection and Rollaway Prevention, and/or 118, Power-Operated Window, Partition, and Roof Panel Systems. 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 GM vehicle VIN: _____.
- Your vehicle is involved in GM recall 14235.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

An unsealed wiring splice in the driver's door may corrode and break, which may communicate incorrect information to circuits that control the door chime and Retained Accessory Power (RAP). When the ignition key is turned off and the driver's door is opened, the RAP may stay active for 10 minutes. The passenger window, rear door windows, and sunroof (if equipped) could be operated during this 10 minute period. If the vehicle has a keyed ignition switch on the steering column, the door chime may not sound if the key is left in the ignition and the driver's door is opened.

If the passenger windows, rear windows, and sunroof (if equipped) can function when the vehicle is turned off and the driver is not in the vehicle, there is risk of injury if unsupervised occupants operate the power closures.

If a chime does not sound when the key is in the ignition and the driver's door is opened, there is a risk that the key may be left in the ignition and theft of the vehicle is possible.

What will we do?

Your GM dealer will inspect the driver door window motor harness and if necessary, replace an electrical splice. 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 time of approximately 50 minutes.

What should you do?

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

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
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 14V-317.

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