

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



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 a defect which relates to motor vehicle safety exists in certain 2014 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles and certain 2015 model year Chevrolet Silverado, Suburban, Tahoe, GMC Sierra, Yukon, and Yukon XL vehicles equipped with an Automatic Transfer Case. 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 Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles and certain 2015 model year Chevrolet Silverado, Suburban, Tahoe, GMC Sierra, Yukon, and Yukon XL, **VIN:** _____.
- Your vehicle is involved in GM safety recall 14192.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have a condition in which an electric signal short may cause the active transfer case to switch to neutral without operator input. The transfer case mode selection knob would still indicate the last selected drive mode, and the driver will not have any feedback that the transfer case is in neutral. If the transfer case switches to neutral while the vehicle is in motion, the customer would experience loss of drive power, which could increase the risk of a crash. If the vehicle is parked, the vehicle could exhibit unintended motion if the parking brake is not set, which could also increase the risk of a crash.

What will we do?

Your GM dealer will reprogram the Transfer Case Control Module. 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 service correction time of approximately 25 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)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
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 14V374.

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 #14192