

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 2007-2011 model year Chevrolet Silverado and GMC Sierra 2500/3500 series vehicles equipped with an auxiliary battery. 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 2007-2011 model year Chevrolet Silverado or GMC Sierra 2500/3500 series vehicles equipped with an auxiliary battery, **VIN**_____.
- Your vehicle is involved in GM safety recall 14260.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Our records indicate that your vehicle was involved in Customer Satisfaction Program 10414 but was never serviced and has not been repaired and so we are including your vehicle in this safety recall.

The owner manual for vehicles with an auxiliary battery does not specify a maximum amperage rating for the auxiliary battery feed to a trailer harness. The auxiliary battery feed is equipped with a fusible link, designed to melt and open-circuit if an electrical overload occurs, in order to prevent damage or a possible fire in the vehicle wiring harness. However, if the fusible link melts in the event of an electrical overload, it may contact adjacent components and damage the electrical center cover, the nearby wiring harness conduit and other vehicle components, causing smoke or flames.

What will we do?

Your GM dealer will install a jumper harness with a 40A inline fuse. In addition, your dealer will provide you with a copy of an Owner Manual supplement. The supplement includes the maximum amperage rating for the auxiliary battery trailer feed with the 40 ampere inline fuse installed. 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.

Did you already pay for this repair?

Even though you may have already had this repairs completed for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition and have not already submitted for reimbursement, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by September 30, 2015, unless state law specifies a longer reimbursement period.

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 14V407.

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

Enclosure
GM Recall #14260

Supplement to the 2007-2011 Silverado/Sierra and 2011 Sierra Denali Owner Manual

This information replaces the information located under Towing a Trailer for 2007-2010 model years and under Towing Equipment for 2011 model year.

Auxiliary Battery

The auxiliary battery provision can be used to supply electrical power to additional equipment that may be added, such as a slide-in camper. If the vehicle has this provision, this relay will be located on the driver side of the vehicle, next to the underhood electrical center.

Be sure to follow the proper installation instructions included with any electrical equipment that is installed.

Notice: Leaving electrical equipment on for extended periods will drain the battery. Always turn off electrical equipment when not in use and do not use equipment that exceeds the maximum amperage rating of 40 amperes for the auxiliary battery provision.

Supplément au Guide du propriétaire Silverado/Sierra 2007-2011 et Sierra Denali 2011

Cette information remplace l'information situées sous traction de remorque pour les modèles des années 2007-2010 et sous équipement de remorquage pour le modèle de l'an 2011.

Batterie auxiliaire

La prédisposition de batterie auxiliaire peut être utilisée pour fournir une alimentation électrique à un équipement supplémentaire qui peut être ajouté tel qu'une cellule de camping. Si le véhicule possède cette prédisposition, ce relais sera placé du côté conducteur du véhicule, près du centre électrique du compartiment moteur.

Bien suivre les directives de pose qui accompagnent tout matériel électrique posé.

Avis: Laisser l'équipement électrique en fonction pendant de longues périodes déchargera la batterie. Toujours éteindre l'équipement électrique lorsqu'il n'est pas utilisé et ne pas utiliser d'équipement dont l'intensité nominale est supérieure à 40 ampères ce que peut fournir la charge auxiliaire de batterie.