

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 the oil pan/block heater cord installed on certain 2011-2014 model year Chevrolet Cruze, 2012-2014 model year Chevrolet Sonic, and 2013-2014 model year Chevrolet TRAX all-wheel drive, Buick Encore all-wheel drive and Buick Verano vehicles equipped with an oil pan/block heater. As a result, GM is conducting a 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 Chevrolet Cruze, 2012-2014 model year Chevrolet Sonic, or 2013-2014 model year Chevrolet TRAX all-wheel drive, Buick Encore all-wheel drive or Buick Verano vehicle equipped with an oil pan/block heater, VIN \_\_\_\_\_.
- Your 2011-2014 model year Chevrolet Cruze, 2012-2014 model year Chevrolet Sonic, or 2013-2014 model year Chevrolet TRAX all-wheel drive, Buick Encore all-wheel drive or Buick Verano, VIN \_\_\_\_\_, is involved in GM recall 14257.
- Schedule an appointment with your GM dealer on or after September 15, 2014.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The insulation on the engine block heater power cord of your vehicle may become damaged during very cold temperatures (minus 10°F). If the insulation becomes damaged and the wires within the cord are exposed, an electrical shock hazard may exist if the cord is handled while energized (plugged in).

### What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE. When parts are available, your GM dealer will replace the engine oil pan/block heater cord. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition and expect to have sufficient parts to begin repairs by September 15, 2014.

**What should you do?**

You should contact your GM dealer to arrange a service appointment on or after September 15, 2014.

Until you have the oil pan/block heater cord replaced, you should check the oil pan/block heater cord for cracked insulation and/or exposed wires before plugging the cord into an electrical outlet. If the cord is found to be damaged, it should not be used. You should contact their dealer for a replacement cord.

The heater cord should be inspected yearly for any signs of damage.

**Did you already pay for this repair?**

Even though you may have already had this condition corrected, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the condition described in this letter, 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)
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 14V417.

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 #14257

## General Motors Product Field Action Customer Reimbursement Request Form

**This section to be completed by customer (please print)**

Customer Name: \_\_\_\_\_

Street Address or P. O. Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Date Request Form and Supporting Documentation Submitted to Dealer: \_\_\_\_\_

Vehicle Identification Number of Involved Vehicle: \_\_\_\_\_  
(17 Characters)

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.**

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.  
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: \_\_\_\_\_

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

**This section to be completed by dealer (please print)**

Bulletin No.: \_\_\_\_\_ Request Approved: \_\_\_\_\_ Date: \_\_\_\_\_ Amount: \$ \_\_\_\_\_

Request Denied: \_\_\_\_\_ Date: \_\_\_\_\_ Reviewed By: \_\_\_\_\_

Reason: \_\_\_\_\_

If denied, please provide a copy of this form to the customer and retain original for your files