



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Incorrect Front Brake Rotor

**MODELS:** 2014 Buick LaCrosse  
2014 Chevrolet Malibu

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 14128.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery May 1, 2014. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

### CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in some 2014 model year Buick Lacrosse and Chevrolet Malibu vehicles equipped with a 17 inch front brake assembly. The front brake assembly on subject vehicles may have been built with the rear brake rotor, which by design, is 7 mm thinner than the front rotor. On new vehicles, brake performance is not initially affected. However, higher heat will be generated by the thinner rear brake rotor and this will significantly shorten the brake pad life. As the pads and rotor wear, the outer brake pad will become disengaged from the caliper bracket, and the diagonal corners of the brake system will lose hydraulic integrity. This will result in reduced brake system performance and illuminate the brake warning light. Additional brake application will result in loss of braking. Reduced performance or loss of brakes will increase the risk of a crash.

### CORRECTION

Dealers are to inspect both front brake rotors. If an incorrect rotor is installed, dealers will install a new rotor and replace both front brake pads.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

**Important: It is estimated that 20-50 involved vehicles worldwide will require rotor replacement. Please order parts accordingly.**

Part Number	Description	Quantity/Vehicle
23118530	Front Rotor	1 or 2 (if req'd)
20963796	Front Brake Pads (set)	1 (if rotor replaced)

SERVICE PROCEDURE**Inspection Procedure**

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove both front tire and wheel assemblies. Refer to *Tire and Wheel Removal and Installation* in SI



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3. Using calipers, or a ruler, measure the thickness of both front rotors.
  - If the rotor measures 30.1 mm thick, the vehicle has the correct rotor and no further action is required. Reinstall the front tire and wheel assemblies. Refer to *Tire and Wheel Removal and Installation* in SI.
  - If either rotor measures 23.1 mm thick, the rotor is the incorrect size and will need replacement. Proceed to the *Replacement Procedure* below.

### **Replacement Procedure**

1. Remove the front brake rotor(s) from either/both affected sides. Refer to *Front Brake Rotor Replacement* in SI.
2. Remove the front brake pads from both sides.
3. Install new front brake pads to both sides.
4. Install a new front brake rotor to either/both affected sides. Refer to *Front Brake Rotor Replacement* in SI.

### **FLOOR PLAN REIMBURSEMENT**

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

### **COURTESY TRANSPORTATION** – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

**Note:** To avoid having to "H" route the floor plan reimbursement transaction for approval, it must be submitted prior to the repair transaction.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9100528	Inspect Front Brake Rotors	0.3	N/A
9100529	Inspect & Replace One Front Brake Rotor & Both Brake Pads	1.0	N/A
	Add: Replace Both Front Brake Rotors	0.1	
9100540	Floor Plan Reimbursement	N/A	*

\* The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (May 1, 2014) to the date the repair is completed and the vehicle is ready for sale (not to exceed 9 days):

<b>Vehicle</b>	<b>US Reimbursement Amount</b>	<b>Canadian Reimbursement Amount</b>
Buick LaCrosse	\$5.24	\$ 6.19
Chevrolet Malibu	\$3.36	\$5.05

**CUSTOMER NOTIFICATION** – For US and Canada

General Motors will notify customers of this recall on their vehicle see copy of customer letter included with this bulletin).

**CUSTOMER NOTIFICATION** – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

**DEALER RECALL RESPONSIBILITY** – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as

soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.





# IMPORTANT SAFETY RECALL

June 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 some 2014 model year Buick Lacrosse and Chevrolet Malibu vehicles equipped with a 17 inch front brake assembly. 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 Buick Lacrosse or Chevrolet Malibu vehicle equipped with a 17 inch front brake assembly, VIN \_\_\_\_\_.
- Your vehicle is involved in GM safety recall 14128.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The front brake assembly may have been built with the rear brake rotor, which by design, is 7 mm thinner than the front rotor. On new vehicles, brake performance is not initially affected. However, higher heat will be generated by the thinner rear brake rotor and this will significantly shorten the brake pad life. As the pads and rotor wear, the outer brake pad will become disengaged from the caliper bracket, and the diagonal corners of the brake system will lose hydraulic integrity. This will result in reduced brake system performance and illuminate the brake warning light. Additional brake application will result in loss of braking. Reduced performance or loss of brakes will increase the risk of a crash.

### What will we do?

Your GM dealer will inspect both front brake rotors. If an incorrect rotor is installed, your dealer will install a new rotor and replace both front brake pads. 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 inspection time of approximately 20 minutes. If repairs are required, an additional 50 minutes will be needed.

### What should you do?

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

**If the brake warning light illuminates while driving, stop driving the vehicle and have the vehicle towed for service.**

**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 14V240.

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 #14128