

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



IMPORTANT SAFETY RECALL

September 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 2011-2012 MY Buick Regal and LaCrosse, 2010-2012 MY Cadillac SRX, 2011-2012 MY Chevrolet Camaro, and 2010-2012 MY Chevrolet Equinox and GMC Terrain vehicles equipped with power height adjustable driver and passenger front seats. 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 vehicle, **VIN:** _____.
- Your vehicle is involved in GM recall 14271.

Why is your vehicle being recalled?

Your vehicle may have a condition where the bolt that secures the power front seat height adjuster can become loose or fall out. If the bolt falls out, the seat will drop suddenly to the lowest vertical position. The sudden seat movement may affect a driver's ability to safely operate a vehicle or increase the risk of injury to the seat occupant in a vehicle crash.

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE. When parts are available, your GM dealer will replace the height adjuster shoulder bolt. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

What should you do?

Until you have had the recall repair, do not adjust the seat height.

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
Cadillac	1-800-458-8006	1-800-833-2622
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	

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 #14271