

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



# IMPORTANT SAFETY RECALL

April 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

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 2004 model year Buick Regal and Chevrolet Impala and Monte Carlo vehicles equipped with a 3.8 V-6 engine. 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

- Your vehicle is involved in GM recall 14574.
- 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 drops of engine oil may be deposited on the exhaust manifold through hard braking. If this condition occurs, and if a hot surface ignition source is present, an engine compartment fire could occur.

### What will we do?

Your GM dealer will remove the spark plug wire retainer and install alternate wire retainers. If you have a 3.8L V6 supercharged engine, your dealer will also replace the front (left hand) rocker cover gasket. 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 to 50 minutes for supercharged engines.

### 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 repairs 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, 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 April 30, 2016, 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 15V201.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall #14574