

December 2013

Dear General Motors Customer:

We have learned that on your 2014 model year Chevrolet Silverado or GMC Sierra, the beep alert option on the Forward Collision Alert (FCA) System may be inoperable. If the beep alert is selected for the forward collision alert system, the beep will not sound; however, a red flashing alert on the windshield remains active and the safety alert seat pulses will still be available.

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to correct this condition.

**What We Will Do:** Your GM dealer will reprogram the Frontview Camera Module. This service will be performed for you at **no charge**.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any 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 |                       |

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Jim Moloney  
General Director,  
Customer and Relationship Services