

From: gm_gmssg_q01 <nobody@gm.com>
Sent: Wednesday, May 14, 2014 2:09 PM
To:
Subject: Internal notification for: G_0000191922 14204 - Safety Recall - Inner Tie Rod Torque
Attachments: 14204 Bulletin.pdf; 14204 US Total VIN List.xlsx

Date: 5/14/2014 Ref. number: Service / Field Action / G_0000191922
Subject: **14204 - Safety Recall - Inner Tie Rod Torque**

**GM CUSTOMER CARE AND AFTERSALES
DCS3226
URGENT - DISTRIBUTE IMMEDIATELY**

Date: May 14, 2014

Subject: 14204 - Safety Recall
Inner Tie Rod Torque

Models: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500
2015 Chevrolet Tahoe

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is releasing Safety Recall 14204 today. The total number of U.S. vehicles involved is 477. Please see the attached bulletin for details.

For their safety, customers should not drive their vehicle until it has been inspected or repaired. Dealers are to immediately contact each customer to inform them of this recall and arrange to have their vehicle towed to the dealership. Customers should not drive their vehicle to the dealership.

GM will also attempt to contact customers via a FedEx letter to inform them of this recall. The letter will instruct the customer not to drive their vehicle and to immediately contact their dealer to have the vehicle towed to the dealership. Dealers are to provide the customer with a courtesy vehicle, if necessary.

Global Warranty Management (GWM)


The Investigate Vehicle History screen in IVH will be updated in the near future. A list of the involved ve is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 [14204 Bulletin.pdf](#) Acrobat PDF (292.9KB)

14204 Bulletin

 [14204 US Total VIN List.xlsx](#) MS Excel Workbook 2007 (21.39KB)

14204 US Total VIN List

Contact name:

E-Mail: _____

Department: Service - Brand Quality

Phone:

Intended roles: General Manager, New Vehicle Sales Manager, Parts & Service Director, Parts Manager, Service Advisor, Service Manager, Warranty Administrator

Archives: 11/14/2014

Expires: 5/14/2015