

March 2015

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

Dear General Motors Customer:

As the owner of a 2011-2014 Chevrolet Express or GMC Savana vehicle equipped with a hinged left side rear door, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2011-2014 Chevrolet Express or GMC Savana vehicles equipped with hinged left side rear door, may have a condition where inadequate clearance may result in abrasion to one or both rear brake lines. This could cause brake fluid loss resulting in decreased brake line pressure, increased brake pedal travel and increased stopping distance. Alerts announcing this potential condition are: a sudden increase in brake pedal travel; illumination of "BRAKES" light and Stabilitrak symbol; display of "Service Brake," "Service Stabilitrak," and "Service Traction Control" messages in the Driver Information Center (DIC); and/or chimes will be heard.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2011-2014 Chevrolet Express or 2011-2014 GMC Savana within 10 years of the date your vehicle was originally placed in service or 250,000 miles (400,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** If you have paid for repairs for the condition described in this letter, 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 March 31, 2016, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or 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	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Alicia S. Boler-Davis  
Sr. Vice President  
Global Connected Customer Experience

Enclosure

GM Program Number: 14301