



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 22, 2013

Ms. Carmen Benavides  
Director, Product Investigations  
General Motors LLC  
3001 Van Dyke - Mail Code 480-210-2V1  
Warren, MI 48090-9055

NVS-215KS  
13V-567

**Subject:** Windshield Defrost Inoperative/FMVSS 103

Dear Ms. Benavides:

This letter serves to acknowledge General Motors LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHEVROLET/MALIBU/2014

**Mfr's Report Date:** November 12, 2013

**NHTSA Campaign Number:** 13V-567

**Components:**

VISIBILITY:DEFROSTER/DEFOGGER SYSTEM  
VISIBILITY:DEFROSTER/DEFOGGER SYSTEM:WINDSHIELD:CONTROLS/WIRING

**Potential Number of Units Affected:** 42,696

**Problem Description:**

General Motors LLC (GM) is recalling certain model year 2014 Chevrolet Malibu vehicles manufactured June 12, 2013, through November 5, 2013. The heating, ventilation, and air conditioning (HVAC) control in these vehicles may intermittently become inoperable when the vehicle is started, preventing the windshield defroster from working. Thus, these vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 103, "Windshield Defrosting and Defogging Systems."

**Consequence:**

The inability to turn on the windshield defroster may decrease the driver's visibility thereby increasing the risk of a crash.

**Remedy:**

GM will notify owners, and dealers will update the electronic climate control module software, free of charge. The recall is expected to begin December 6, 2013. Owners may contact GM at 1-800-521-7300. GM's recall campaign number is 13380.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received GM's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

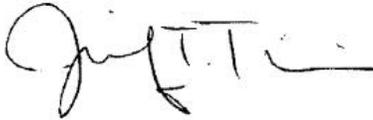
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

On August 20, 2013, NHTSA announced new changes to the requirements governing safety recalls. Some of these requirements are already in effect. Please ensure your company will be in compliance with each requirement on, or before, its respective effective date. For a summary of the requirements and their effective dates please click on the "New!" link at <http://www.safercar.gov/Vehicle+Manufacturers>.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement