

GM CUSTOMER CARE AND AFTERSALES
DCS3198
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 26, 2014

Subject: 14192 - Safety Recall
Unwanted Transfer Case Shift to Neutral

Models: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500
2015 Chevrolet Silverado, Suburban, Tahoe
2015 GMC Sierra, Yukon, Yukon XL
Equipped with Automatic Transfer Case (RPO NQH)

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 14192 today. The total number of U.S. vehicles involved is approximately 393,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated June 27, 2014.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available the week of June 30, 2014.

END OF MESSAGE

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