

GM CUSTOMER CARE AND AFTERSALES
DCS3265
URGENT - DISTRIBUTE IMMEDIATELY

Date:	July 29, 2014
Subject:	14295 - Safety Recall – Release from Stop Delivery Upon Completion of Recall Wiper Motor Gear Stripped
Models:	2013-2014 Chevrolet Caprice PPV 2014 Chevrolet SS
To:	All Chevrolet Dealers
Attention:	Dealer, Dealer Principal, General Manager, General Sales Manager, New Vehicle Sales Manager, Parts and Service Director, Parts Manager, Service Manager and Warranty Administrator

General Motors is releasing Safety Recall 14295 today. The total number of U.S. vehicles involved is approximately 3000. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery June 26, 2014. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Customer Letter Mailing

The customer letters will begin mailing in the near future.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated July 30, 2014. Please hold all warranty transactions until the VIN appears in IVH. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available August 4, 2014.

END OF MESSAGE
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