

GM CUSTOMER CARE AND AFTERSALES
DCS3258
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 23, 2014

Subject: 14340 - Safety Recall
Incomplete Weld on the Seat Hook Bracket Assembly

Models: 2013-2014 Buick Encore
2013-2014 Cadillac ATS
2014 Cadillac CTS, ELR
2013-2014 Chevrolet Trax
2014 Chevrolet SS, Caprice
2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500
2015 Chevrolet Silverado 2500/3500 HD
2015 GMC Sierra 2500/3500 HD

To: All Buick, Cadillac, 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 14340 today. The total number of U.S. vehicles involved is approximately 124,000 with less than 1% expected to require part replacement. 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 in the near future. A list of involved Silverado and Sierra vehicles in dealer inventory is attached to this message. A list of all other involved vehicles in dealer inventory will be sent out tomorrow.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE
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