

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



IMPORTANT SAFETY RECALL

October 2014

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2013 – 2015 model year (MY) Cadillac XTS and 2014 – 2015 MY Chevrolet Impala vehicles may fail to conform to Federal Motor Vehicle Safety Standard S5.5 (FMVSS) 135 (Light Vehicle Brake Systems). As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- This notice applies to your 2013 – 2015 model year (MY) Cadillac XTS or 2014 – 2015 MY Chevrolet Impala vehicle, **VIN:** _____.
- Your vehicle is involved in GM recall 14471.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Some of these vehicles have a condition in which the electronic parking brake's piston actuation arm may not fully retract, which may cause the brake pads to stay partially engaged with the rotor. In this condition, the parking brake indicator may not illuminate even though the parking brake is engaged, which would render a vehicle noncompliant with FMVSS 135.

In addition to the parking brake indicator malfunction described above, the driver may experience poor vehicle acceleration, undesired deceleration, excessive brake heat, and premature wear to some brake components. If the brake drag is significant or if the vehicle is operated for an extended period of time in this condition, there is a potential for the rear brakes to generate significant heat, smoke, and sparks, increasing the possibility of a fire.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V541.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #14471