

From: GM Recall Center GM_Team@emails.GeneralMotors.com
Subject: Recall: 2014 Chevrolet Silverado and GMC Sierra
Date: January 14, 2014 at 5:26 PM
To:



IMPORTANT SAFETY RECALL

January 2014

Dear General Motors Customer:

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

General Motors has decided that a defect, related to motor vehicle safety, exists in certain 2014 model year Chevrolet Silverado and GMC Sierra vehicles, equipped with a 4.3L or 5.3L engine. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in safety recall 14008.
- 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 the exhaust components may overheat, when your vehicle is idling in cold temperatures. If this were to occur, the yellow Check Engine light will illuminate and the "Engine Power is Reduced" message will appear in the Driver Information Center (DIC). If there is enough heat, it could melt plastic parts in the area, resulting in a possible engine fire.

What will we do?

Your GM dealer will reprogram the engine control module to modify the Power Management Mode software in order to prevent this condition. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual reprogramming time of approximately 25 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

What should you do?

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

If the Check Engine light illuminates and the "Engine Power is Reduced" message appears in the DIC, turn the vehicle off immediately and call your GM dealer to have your vehicle towed to the dealership.

Until you have had your vehicle serviced, please do not let your vehicle idle.

California Residents: The state of California requires the completion of recalls on emission related parts prior to vehicle registration renewal. In addition, the state requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **no-charge** recall, your vehicle may be more likely to fail this test. At the time of the recall completion, your dealer will issue you a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your registration as proof of recall completion.

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.

Brand	Telephone	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
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 14V007.

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

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall #14008

Add GM_Team@emails.GeneralMotors.com to your address book.

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