



Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL

NOT FOR DISTRIBUTION TO THE PUBLIC

14309 **VIN removed** 13 0009060
STATE OF ALASKA
2200 E 42ND AVE
ANCHORAGE, AK 99508-5202



Note: Vehicle-specific information such as the make, model, year, and VIN have been removed by DOT SEF in order to create a generic letter. The specific vehicle information is contained in the body of the email message sent by SEF to the vehicle's state agency contact. - SD

November 2014

Dear State Of Alaska:

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

Previously, you were notified that your **xxxx** model year Chevrolet Trailblazer was involved in GM recall 14309. **This letter is to inform you that parts are now available to repair your vehicle.**

General Motors has decided that a defect which relates to motor vehicle safety exists in certain **xxxx** model year **GM vehicle** repaired under safety recall 12180. 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

- This notice applies to your **xxxx** model year **GM vehicle** VIN **VIN info removed**
- Your vehicle is involved in GM safety recall 14309.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at no charge.

Why is your vehicle being recalled?

Previously, your vehicle was serviced under safety recall 12180, which provided that if the driver's door module was functioning properly, a protective coating was to be applied. If the module was not working properly, it was to be replaced. Your vehicle was repaired by having a protective coating applied to the driver's door module and **may continue to have a safety related defect.**

If fluid, such as melted snow containing road salt, enters the driver's door module, it may cause corrosion that could result in a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or may stop working. A short may cause overheating, which could melt components of the door module, producing odor, smoke, or a fire. Additionally, the windows may raise or lower themselves, without user input. These conditions may occur even with the vehicle parked and the key removed.



General Motors Product Field Action Customer Reimbursement Request Form

14309

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: _____
(17 Characters)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Please provide this request form and the required documents to your General Motors dealer for processing. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files