



# IMPORTANT SAFETY RECALL

December 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_.

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 and 2014 model year Chevrolet Express, Chevrolet Silverado HD, and GMC Sierra HD compressed natural gas (CNG) vehicles and certain 2013 GMC Savana CNG vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 303, "Fuel System Integrity of Compressed Natural Gas Vehicles." 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

- Your vehicle is involved in GM recall 13365.
- Install the enclosed labels or schedule an appointment.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The text of the fuel labels that are installed on the inside of the fuel door are not to the specified size and may be less noticeable to the vehicle driver. Text that is not in conformance with the required labeling size could inhibit fuel tank inspection practices and safe refueling, increasing the risk of a fire.

### What will we do?

The two fuel door labels for your vehicle are enclosed. You can easily install the label by following the enclosed instructions. If you desire, however, you may take the labels to your dealer for installation. This service will be performed for you at **no charge**.

### What should you do?

If you would like your dealer to install the labels, you should contact your GM dealer to arrange a service appointment as soon as possible. Bring the labels with you when you visit your dealer.

### 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)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Guam	1-671-648-8450	
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 13V544.

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

Enclosures  
GM Recall #13365