



Recall Bulletin



FMVSS NONCOMPLIANCE RECALL

SUBJECT: Fuel Label Compliance

MODELS: 2013-2014 Chevrolet Express, Silverado HD
2013 GMC Savana
2013-2014 GMC Sierra HD
Compressed Natural Gas Vehicles

Vehicles involved in this recall were placed on stop delivery October 29, 2013. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

The service procedure in this bulletin involves the installation of two labels and can be performed quickly and easily. To reduce the inconvenience to the customer, if a customer brings their vehicle and their labels into your facility for installation, please have this recall performed on the vehicle immediately, if possible, so that the customer does not have to leave their vehicle at the facility.

CONDITION

General Motors has decided that certain 2013 model year GMC Savana, and 2013 and 2014 model year Chevrolet Express, Silverado HD, and GMC Sierra HD compressed natural gas vehicles fail to conform to Federal Motor Vehicle Safety Standard 303 for label text size. The text of the fuel label that is installed on the inside of the fuel door is not to the specified size and may be less noticeable.

CORRECTION

Dealers are to remove the label on the inside of the fuel door and install two new labels that contain larger print.

Since the new labels can be easily installed, and to reduce customer inconvenience, the labels will be sent directly to customers of record along with the installation instructions. Customers

may install the labels themselves or, if they desire, they may take the labels to their dealer for installation at **no charge**.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

New fuel labels will be mailed to owners of record.

Labels for vehicles in dealer stock are to be obtained from the DWD E-Store through the GM GlobalConnect site. **Do NOT order labels from GMCC&A.**

Part Number	Description	Quantity/Vehicle
23463818*	Label – CNG Fuel Only	1
23465262*	Label – CNG Tk Service Press Info	1

*Labels are being provided to dealers at no-charge.

SERVICE PROCEDURE

Chevrolet Express/GMC Savana Label Installation Instructions



PN 23463818

SEE INSTRUCTIONS ON FUEL CONTAINER FOR INSPECTION AND SERVICE LIFE.

PN 23465262

SERVICE PRESSURE 24800 KPA (3600 PSIG)

3649236

1. Remove existing label and any residue using isopropyl alcohol. Dry the label surface with clean, lint free cloth. The label surface must be clean, dry and free of any contaminants. Do NOT place new label over an existing label.
2. Firmly hold the new label and peel protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.
3. Carefully align new label to the surface press firmly and smooth out entire label ensuring corners are fully adhered.

Chevrolet Silverado/GMC Sierra CNG Label Installation Instructions



PN 23465262

CNG SERVICE PRESSURE 24800 KPA (3600 PSIG)

PN 23463818

SEE INSTRUCTIONS ON FUEL CONTAINER FOR INSPECTION AND SERVICE LIFE.

3649242

1. Remove existing label and any residue using isopropyl alcohol. Dry the label surface with clean, lint free cloth. The label surface must be clean, dry and free of any contaminants. Do NOT place new label over an existing label.

2. Firmly hold the new label and peel protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.
3. Carefully align new label to the surface press firmly and smooth out entire label ensuring corners are fully adhered.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9100250	Install Fuel Labels	0.2	N/A
9100251	Floor Plan Reimbursement	N/A	*

- * The amount identified in the "Net Item" column should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (October 29, 2013) to the date the repair is completed and the vehicle is ready for sale (not to exceed 21 days):

Vehicle	US Reimbursement Amount
2013 Chevrolet Express	\$3.99
2014 Chevrolet Express	\$4.07
2013 Chevrolet Silverado	
• 2WD Extended Cab	\$4.70
• 4WD Extended Cab	\$5.81
2014 Chevrolet Silverado	
• 2WD Crew Cab	\$5.66
• 4WD Crew Cab	\$6.94
2013 GMC Savana	\$4.15
2013 GMC Sierra	
• 2WD Extended Cab	\$4.82
• 4WD Extended Cab	\$5.90
2014 GMC Sierra	
• 2WD Crew Cab	\$5.94
• 4WD Crew Cab	\$7.43

CUSTOMER NOTIFICATION

General Motors will notify customers of this recall on their vehicle.

DEALER RECALL RESPONSIBILITY

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.

All unsold new vehicles in dealer's possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

