



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

This bulletin was originally launched on November 12, 2013. On November 27, 2013, vehicles that were sold were closed in IVH by GM. These customers were not contacted. Dealers were instructed to complete this recall on all vehicles in their inventory. We are now re-opening the sold vehicles in IVH. Customers will be mailed the two labels to complete this recall. Please discard all copies of bulletin 13365.

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 and 2014 model year Chevrolet Express, Chevrolet Silverado HD, and GMC Sierra HD compressed natural gas (CNG) vehicles and certain 2013 model year GMC Savana CNG vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 303, "Fuel System Integrity of Compressed Natural Gas Vehicles." 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 customer. Text that is not in conformance with the required labeling size could inhibit fuel tank inspection practices and safe refueling necessary to mitigate the risk of fire.

CORRECTION

Dealers or customers are to remove the labels on the inside of the fuel door and install two new labels that contain larger print (one of them, P/N 23240000, may have been previously sent). If the vehicle has label P/N 23240000, reinstallation is NOT required.

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 required to complete this recall will be mailed to owners of record.

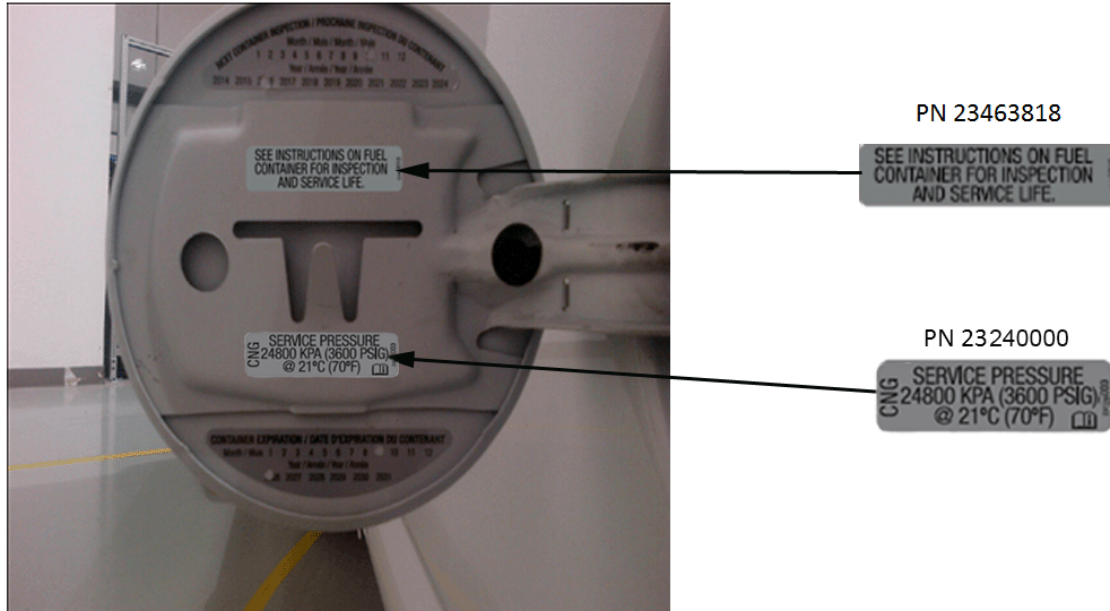
Additional parts, if required, are to be obtained from GMCCA. Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
23463818	Label – CNG Fuel Only	1
23240000	Label – CNG Tk Service Press Info	1

SERVICE PROCEDURE

Note: Affix the provided labels to the location shown in the photograph as necessary.

Chevrolet Express/GMC Savana CNG Label Installation Instructions

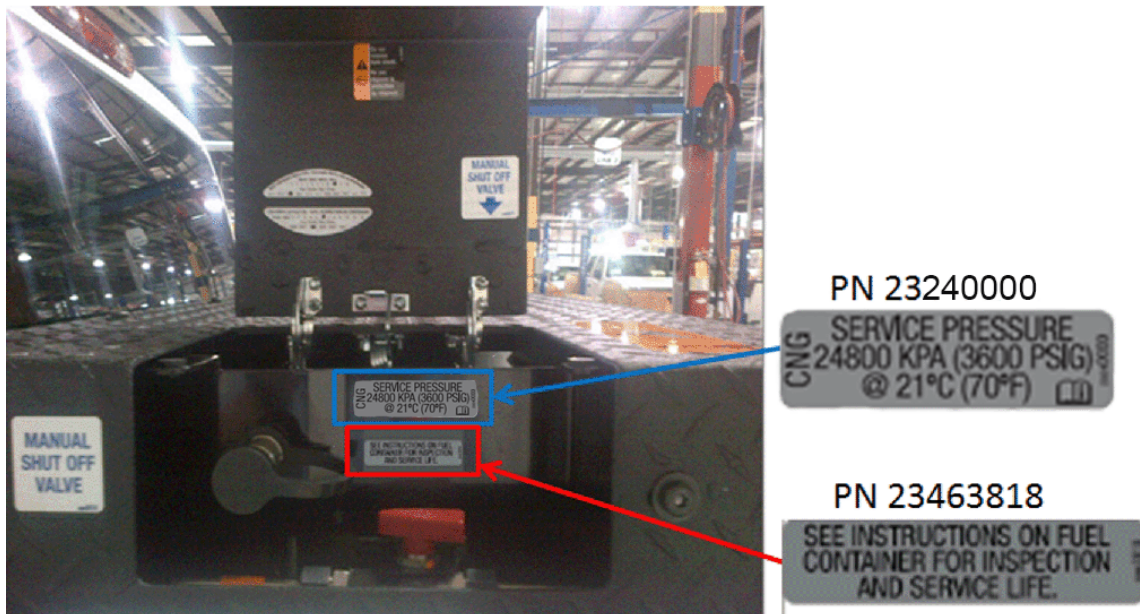


4293902

1. Determine if label P/N 23240000 has been installed on the vehicle.
 - If label P/N 23240000 has been installed, reinstallation of that label is not required. Proceed to Step 2 and install label P/N 23463818.
 - If label P/N has NOT been installed, both labels will require installation. Proceed to Step 2 and install both labels.
2. 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.
3. 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.
4. 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

Note: Affix the provided labels to the location shown in the photograph as necessary.



4293905

1. Determine if label P/N 23240000 has been installed on the vehicle.
 - If label P/N 23240000 has been installed, reinstallation of that label is not required. Proceed to Step 2 and install label P/N 23463818.
 - If label P/N has NOT been installed, both labels will require installation. Proceed to Step 2 and install both labels.
2. 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.
3. 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.
4. 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

CUSTOMER NOTIFICATION

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. 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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



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 model year 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 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 labels 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
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

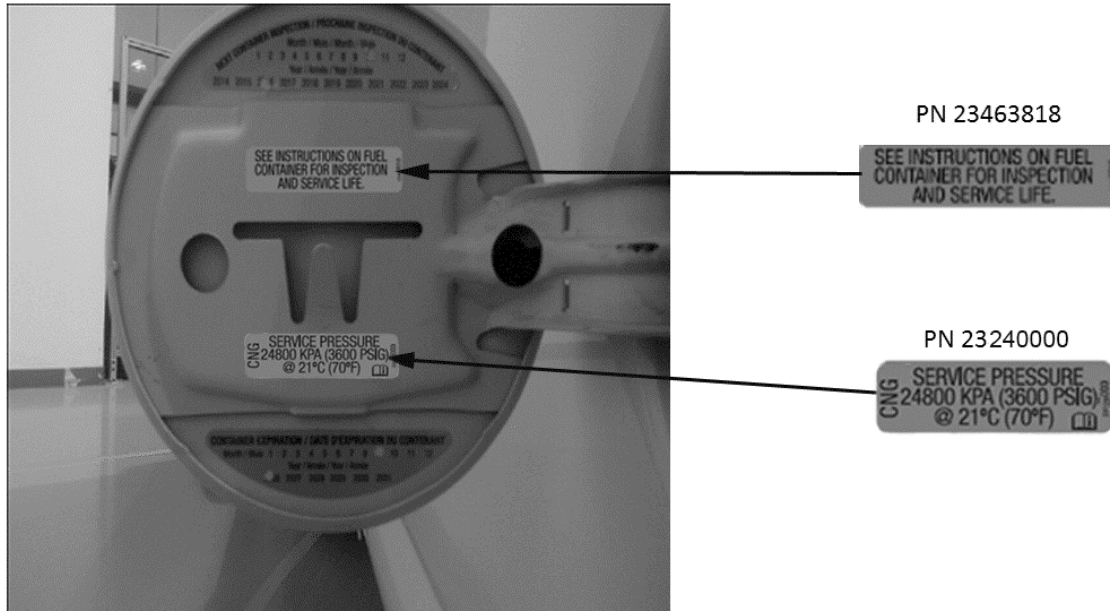
Enclosures
GM Recall #13365

Customer Provided Instructions:

Chevrolet Express/GMC Savana CNG Label Installation Instructions

Note: Affix the provided labels to the location shown in the photograph as necessary.

Chevrolet Express/GMC Savana Label Installation Instructions

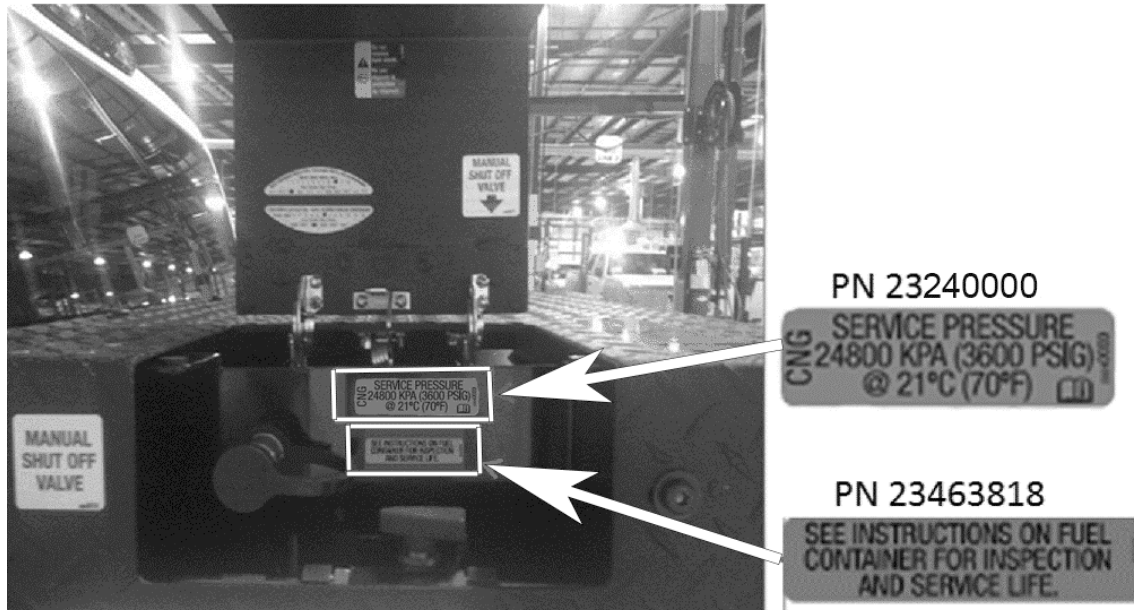


5. Determine if label P/N 23240000 has been installed on the vehicle.
 - If label P/N 23240000 has been installed, reinstallation of that label is not required. Proceed to Step 2 and install label P/N 23463818.
 - If label P/N has NOT been installed, both labels will require installation. Proceed to Step 2 and install both labels.
6. Remove existing label and any residue using isopropyl alcohol (rubbing alcohol). Dry the label surface with a clean, lint free cloth. The label surface must be clean, dry, and free of any contaminants. Do NOT place the new label over the existing label.
7. Firmly hold the new label and peel the protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.
8. Carefully align the 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

Note: Affix the provided labels to the location shown in the photograph as necessary.

Chevrolet Silverado/GMC Sierra Label Installation Instructions



5. Determine if label P/N 23240000 has been installed on the vehicle.
 - If label P/N 23240000 has been installed, reinstallation of that label is not required. Proceed to Step 2 and install label P/N 23463818.
 - If label P/N has NOT been installed, both labels will require installation. Proceed to Step 2 and install both labels.
6. Remove existing label and any residue using isopropyl alcohol (rubbing alcohol). Dry the label surface with a clean, lint free cloth. The label surface must be clean, dry, and free of any contaminants. Do NOT place the new label over the existing label.
7. Firmly hold the new label and peel the protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.
8. Carefully align the new label to the surface, press firmly and smooth out entire label ensuring corners are fully adhered.