



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 17, 2014

Ms. Carmen Benavides
Director, Product Investigations
General Motors LLC
30001 Van Dyke - Mail Code 480-210-2V
Warren, MI 48090-9055

NVS-215KS
14V-117

Subject: Head Impact/FMVSS 201

Dear Ms. Benavides:

This letter serves to acknowledge General Motors LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CHEVROLET/EXPRESS/2009-2014
GMC/SAVANA/2009-2014

Mfr's Report Date: March 17, 2014

NHTSA Campaign Number: 14V-117

Components:

AIR BAGS:FRONTAL

Potential Number of Units Affected: 303,013

Problem Description:

General Motors LLC (GM) is recalling certain model year 2009-2014 Chevrolet Express and GMC Savana vans manufactured January 27, 2009, through March 7, 2014 with a gross vehicle weight rating of 10,000 pounds and less and equipped with front passenger air bags. In the affected vehicles, during a frontal impact below the air bag deployment threshold, if an unbelted front passenger's head hits the instrument panel above where the passenger air bag is located, the panel may not sufficiently absorb the impact. As such, these vehicles fail to meet the requirements of Federal Motor Vehicle Safety Standard number 201, "Occupant Protection in Interior Impact."

Consequence:

In the event of a crash below the air bag deployment threshold, an unbelted front passenger seat occupant has an increased risk of injury.

Remedy:

GM will notify owners. The manufacturer has not yet provided a remedy plan or notification schedule. Chevrolet owners may call 1-800-630-2438. GMC owners may call 1-866-996-9463. GM's number for this recall is 14082.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.



Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As required in Part 573.6(c)(7), in the case of a noncompliance, please provide the test results and other information used to determine the existence of the noncompliance. Include the date of each test and observation that indicated that a noncompliance might or did exist. Please provide this information as soon as possible.

Please provide a remedy plan as soon as it has been determined.

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is expected owners will be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles. You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers.

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at kelly.schuler@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement