

The customer letter mailing will begin on May 19, 2014.

GM CUSTOMER CARE AND AFTERSALES
DCS3211
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 8, 2014

Subject: 14105A – Noncompliance Recall
Passenger Side Instrument Panel Performance
Labor Codes and Customer Letter Added

Models: 2009-14 Chevrolet Express and GMC Savana 1500 Series
Vehicles Equipped with Passenger Side Airbag (AK)

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
Used Vehicle Sales Manager, and Warranty Administrator

The bulletin has been revised to include labor codes for fleet repairs and for repairs made with parts shipped from the WPC. A copy of the customer letter has also been added. Please discard all copies of bulletin 14105.

Customer Letter Mailing

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END OF MESSAGE
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