

GM CUSTOMER CARE AND AFTERSALES
DCS3195
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 24, 2014

Subject: 14105 - Noncompliance Recall
Passenger Side Instrument Panel Performance

Models: 2009-2014 Chevrolet Express and GMC Savana 1500 Series
Vehicles Equipped with Front Passenger Side Airbag (AK5)

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

General Motors is releasing the bulletin for Noncompliance Recall 14105 today. Please see the attached bulletin for details.

Important

- Vehicles involved in this recall were placed on stop delivery March 7 and March 10, 2014.
- **This bulletin (14105) addresses light duty vehicles ONLY (1500 Series)**. Once the repair in bulletin 14105 has been performed on the vehicle, the vehicle is released from stop delivery and can be delivered to the customer.
- The heavy duty vehicles (2500/3500 Series) are covered under Noncompliance Recall 14082.
- Parts for 2009-2011 model year vehicles are now available.
- Parts for 2012-2014 model year vehicles are in limited supply.

Customer Letter Mailing

The customer letter mailing date will begin on or before May 16, 2014.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen was updated March 27, 2014.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE
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