

GM CUSTOMER CARE AND AFTERSALES  
DCS3411  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 20, 2014

Subject: 14082D - Noncompliance Recall  
Passenger Side Instrument Panel Performance  
Revised Warranty Information Section

Models: 2009-14 Chevrolet Express and GMC Savana 2500/3500 Series  
Equipped with Front Passenger Side Airbag (AK5) and GVWR of  
10,000 Pounds (4536 kg) and Below

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 footnote in the Warranty Transaction Information section has been revised to clarify warranty submission for fleet repairs that were performed with parts obtained from GMCC&A. Please discard all copies of bulletin 14082C.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES