

GM CUSTOMER CARE AND AFTERSALES  
DCS3399  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 10, 2014

Subject: Upcoming Safety Recall 14321 - Update  
Customer Letter Mailing

Models: 2011-2014 Chevrolet Express CNG and GMC Savana CNG

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

On August 15, 2014, Chevrolet and GMC dealers were advised via GM GlobalConnect of upcoming safety recall 14321. This product field action involves certain 2011-2014 Chevrolet Express and GMC Savana CNG vehicles.

As required by the National Highway Traffic Safety Agency (NHTSA), GM will begin notifying involved customers of their involvement beginning October 15, 2014. The customer letter will advise customers that parts are not currently available and that they will receive another letter when parts become available. A copy of the letter is attached to this message.

The Investigate Vehicle History screen in the Global Warranty Management system has been updated for this upcoming safety recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries. Please note the "N/A" under Release Date and the "Incomplete – Remedy not yet available" message under Status. This means release of the recall bulletin is still pending and dealers should not attempt to perform any repairs at this time.

END OF MESSAGE  
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