

GM CUSTOMER CARE AND AFTERSALES  
DCS3299  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 15, 2014

Subject: Upcoming Safety Recall 14321  
Compressed Natural Gas (CNG) High Pressure Regulator

Models: 2011-2014 Chevrolet Express CNG  
2011-2014 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

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves certain 2011-2014 model year Chevrolet Express CNG and GMC Savana CNG vehicles. The GM recall number is 14321.

Some of these vehicles may have a CNG high pressure regulator that leaks natural gas into the atmosphere. This could cause an explosion or a fire if an ignition source is present. To correct this condition, dealers are to replace the regulator.

If a leak is suspected, the customer should not start the engine or drive the vehicle. The customer should immediately have the vehicle towed to a GM dealer for inspection.

This is a courtesy notification to dealers. The parts needed to repair these vehicles are not currently available. Dealers will be advised when parts are available and the recall bulletin is scheduled for release.

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.

Please do not call GM Technical Assistance.

END OF MESSAGE  
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