

GM CUSTOMER CARE AND AFTERSALES
DCS3166
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 26, 2014

Subject: 14082 - Noncompliance Recall
Passenger Side Instrument Panel Performance

Models: 2009-14 Chevrolet Express and GMC Savana 2500/3500 Series
Vehicles Equipped with Front Passenger Side Airbag (AK5) and
GVWR 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

General Motors is releasing the bulletin for Noncompliance Recall 14082 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. The VIN lists sent to dealers included light duty (1500 series) and heavy duty (2500/3500 series) vehicles.
- This bulletin (14082) addresses heavy duty vehicles ONLY (2500/3500 Series). Once the repair in bulletin 14082 has been performed on the vehicle, the heavy duty vehicle is released from stop delivery and can be delivered to the customer.
- The light duty vehicles (1500 Series) will be addressed under a separate bulletin, Noncompliance Recall 14105. When the repair for the light duty vehicles is validated and parts are available, the bulletin will be released. However, until the bulletin is published, the light duty vehicles remain on stop delivery.

Customer Letter Mailing

The customer letter mailing date has not yet been determined.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen was updated March 18, 2014. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES



Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Passenger Side Instrument Panel Performance

MODELS: 2009-2014 Chevrolet Express
2009-2014 GMC Savana
2500/3500 Series Equipped with Front Passenger Side Airbag (AK5) and
GVWR of 10,000 Pounds (4536 kg) and Below

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery March 7 and March 10, 2014.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Important

- The stop delivery notices included light duty and heavy duty vehicles.
- **This bulletin addresses the heavy duty vehicles ONLY (2500/3500 Series).**
- The light duty vehicles (1500 Series) will be addressed under a separate bulletin, Noncompliance Recall 14105. When the repair for the light duty vehicles is validated and parts are available, the bulletin will be released. However, until the bulletin is published, the light duty vehicles remain on stop delivery.

CONDITION

General Motors has decided that certain 2009-2014 model year Chevrolet Express and GMC Savana vehicles with a GVWR of 10,000 pounds (4536 kg) and below equipped with front passenger air bags fail to conform to Federal/Canada Motor Vehicle Safety Standard 201, *Occupant Protection in Interior Impact*. On these vehicles, during a frontal impact below the air bag deployment threshold, if an unrestrained front passenger head hits the instrument panel above where the passenger airbag is located, it may decelerate at a rate exceeding the requirements of FMVSS 201, resulting in a greater risk of injury.

CORRECTION

Dealers are to install a trim piece on the passenger side instrument panel.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

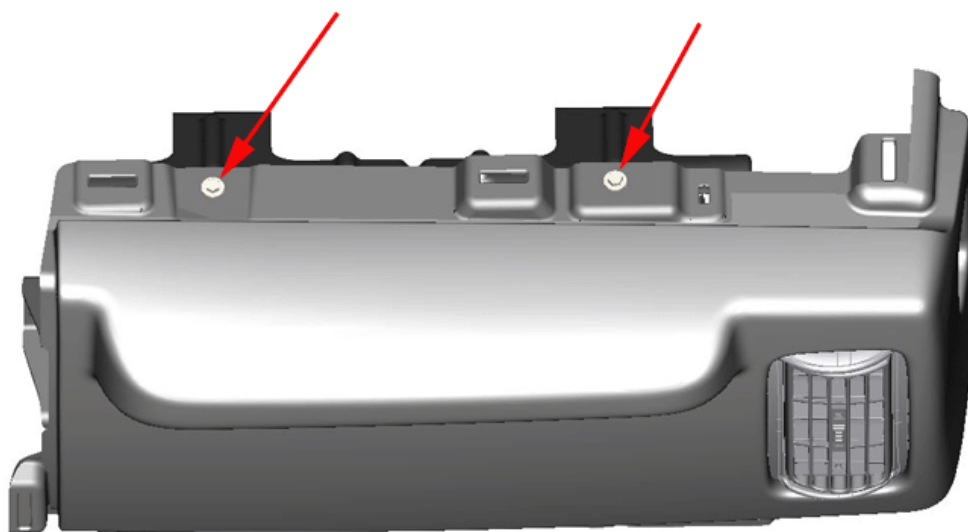
Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Parts are currently in limited supply. If a SPAC case is required, dealers should place a CSO order (not CSO3) and upgrade the order to a SPAC case themselves. **Do not place orders for unsold vehicles in dealer inventory at this time.**

Note: For specific large fleets, parts will be preshipped from the Warranty Parts Center (WPC) to identified fleet locations beginning March 26, 2014.

Part Number	Description	Quantity/Vehicle
23226083	TRAY, I/P STOW	1
21077323	RETAINER, PUSH IN	2

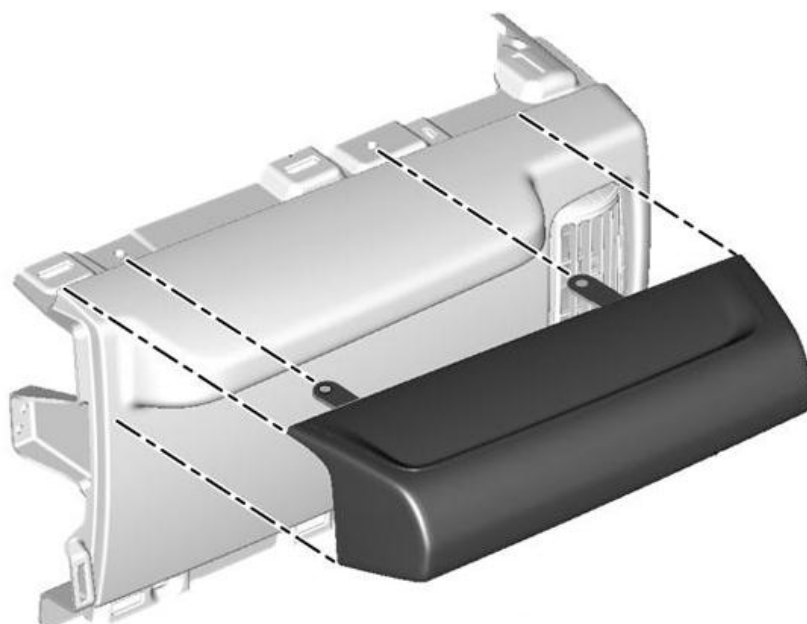
SERVICE PROCEDURE

1. Remove the instrument panel upper trim pad. *Refer to Instrument Panel Upper Trim Pad Replacement in SI.*



3785217

2. Remove the upper two screws that attach the instrument panel pad to the instrument panel bracket.



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3. Install the brow assembly to the instrument panel.



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4. Secure the brow assembly to the instrument panel using the two screws that were previously removed. Tighten the screws to 3 N-m (27 lb in).
5. Using the brow assembly as the template, drill two holes using an 8 mm (5/16 in) bit. The depth of the hole should be no more than 30 mm (1.25 in) deep.



3785225

6. Install the two retainers.
7. Install the instrument panel upper trim pad. *Refer to Instrument Panel Upper Trim Pad Replacement in SI.*

FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9100416	Instrument Panel Modification	0.9	N/A
9100435	Floor Plan Reimbursement	N/A	*

* The amount identified in the "Net Item" column should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (March 7, 2014) to the date the repair is completed and the vehicle is ready for sale (not to exceed 27 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2013 Chevrolet Express	\$3.99	\$5.06
2013 GMC Savana	\$4.35	\$5.06
2014 Chevrolet Express	\$4.14	\$5.06
2014 GMC Savana	\$4.13	\$5.06

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle.

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United

States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

