

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



IMPORTANT SAFETY RECALL

December 2014

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided certain 2009-2014 model year Chevrolet Express and GMC Savana 2500 and 3500 Series vehicles with a GVWR of 10,000 pounds and below and equipped with a front passenger side airbag fail to conform to Federal Motor Vehicle Safety Standard 201, *Occupant Protection in Interior Impact*. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

GM is recalling 1500, 2500 and 3500 series vehicles. However, this letter only applies to 2500 and 3500 series vehicles. If you own a 1500 series vehicle, you will be receiving another letter at a later date.

IMPORTANT

- This notice applies to your 2009-2014 model year Chevrolet Express or GMC Savana 2500 and 3500 Series vehicle, **VIN** _____.
- Your vehicle is involved in GM recall 14082.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

General Motors recently discovered a data system issue which may have caused some current owners of vehicles -- that were originally purchased by fleet buyers in the U.S. and Canada -- to not receive certain recall communications from GM. This issue may have prevented prior letters concerning this recall from reaching you, which is why you are receiving this letter. We have corrected our data system and apologize for any delay in providing this letter to you.

In cooperation with the National Highway Traffic Safety Administration (NHTSA) we recommend that you check your vehicle identification number periodically at the GM recall website (<https://recalls.gm.com>) or at NHTSA's website (<https://vinrcl.safercar.gov/vin/>), where you can find the most up-to-date recall information for your vehicle.

Why is your vehicle being recalled?

During a frontal impact below the air bag deployment threshold, if the passenger side occupant is unbelted, their head may hit the instrument panel above where the passenger airbag is located. This panel may not sufficiently absorb the impact of the unbelted passenger's head striking the panel, increasing the risk of injury to the passenger.

What will we do?

Your GM dealer will install a trim piece on the passenger side instrument panel. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 55 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Ensure that all passengers wear their safety belts at all times.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V117.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer
Vice President
Global Vehicle Safety