

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



IMPORTANT SAFETY RECALL

December 2017

This notice applies to your vehicle, **VIN:** _____

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 that a defect which relates to motor vehicle safety exists in certain 2011-2014 model year Chevrolet Silverado 3500 and GMC Sierra 3500 vehicles equipped with gas engines and dual fuel tanks. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 17399

Why is your vehicle being recalled?

In these vehicles, if the fuel-level sensor in the front tank becomes stuck in a low-level position, the rear tank may overfill the front tank and potentially cause it to expand. In rare circumstances, the front fuel tank could expand and contact a moving drive shaft, which could create a hole in the front fuel tank and allow fuel to leak. If leaked fuel encounters a potential ignition source, a fire could occur.

What will we do?

Parts and/or Software to repair your vehicle are not currently available, but when they are available, your GM dealer will replace the rear-tank fuel-pump module or reprogram the Engine Control Module (ECM) software. Dealers will also inspect the front fuel tank and replace it if necessary. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When either parts or software are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. You can also check the status of this recall at www.my.gm.com/recalls. If you have already paid for repairs for this condition, you may submit those charges using the reimbursement request form that will be provided with the next letter.

What should you do?

While it would be rare to experience a fuel leak from this condition, until parts are available, you can avoid fuel leaks from this condition by using only the front fuel tank.

If using the capacity of both tanks is required for your vehicle's purpose, be aware of the possibility of a grinding, scraping or a knocking noise from under the mid-point of the vehicle that could get worse with speed. If this type of sound is heard you should contact your GM dealer to arrange a service appointment as soon as possible.

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
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 17V664.

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 Massimilla
Vice President
Global Vehicle Safety and Product Cybersecurity