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**From:** gm\_gmssg\_q01 <nobody@gm.com>  
**Sent:** Tuesday, November 05, 2013 11:46 AM  
**To:**  
**Subject:** Internal notification for: G\_0000178643 Upcoming Noncompliance Recall - 13365 - Fuel Label Compliance

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Date: 11/05/2013 Ref. number: Service / Field Action / G\_0000178643  
Subject: **Upcoming Noncompliance Recall - 13365 - Fuel Label Compliance**

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GM CUSTOMER CARE AND AFTERSALES  
DCS3088  
URGENT - DISTRIBUTE IMMEDIATELY

**Date:** November 5, 2013

**Subject:** Upcoming Noncompliance Recall - 13365  
Fuel Label Compliance

**Models:** 2013-2014 Chevrolet Express, Silverado HD  
2013 GMC Savana  
2013-2014 GMC Sierra HD  
Compressed Natural Gas Vehicles

**To:** All Chevrolet and GMC Dealers

**Attention:** General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New Vehicle Sales Manager,  
and Warranty Administrator

Based on information from the National Highway Traffic Safety Administration (NHTSA) website, the media may report that General Motors will be announcing a noncompliance recall that involves certain 2013 model year GMC Savana, and 2013 and 2014 model year Chevrolet Express, Silverado HD, and GMC Sierra HD compressed natural gas vehicles. The total number of involved U.S. vehicles is 2,247.

These vehicles fail to conform to Federal Motor Vehicle Safety Standard 303 for label text size. The text of the fuel label that is installed on the inside of the fuel door is not to the specified size and may be less noticeable. To correct this condition, dealers are to remove the label on the inside of the fuel door and install two new labels that contain larger print.

Vehicles involved in this upcoming recall were placed on stop delivery October 29, 2013. These vehicles must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the correction described above has been performed on the vehicle.

GM is working with the supplier to obtain the required labels as soon as possible. Dealers will be advised in the near future when the recall bulletin and customer notification letter are being released.

The Investigate Vehicle History screen in the Global Warranty Management system will not be updated until the recall bulletin is released.

Please do not call GM Technical Assistance.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES

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Department: Service - Brand Quality

Phone:

Intended roles: General Manager, New Vehicle Sales Manager, Parts & Service Director, Parts Manager, Service Advisor, Service Manager, Warranty Administrator

Archives: 5/05/2014

Expires: 11/05/2014