
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

Date: 11/05/2013 Ref. number: Service / Field Action / G_0000178643
Subject: **Upcoming Noncompliance Recall - 13365 - Fuel Label Compliance**

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

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