

September 2014

Dear General Motors Customer:

We have learned that your 2014 model year Chevrolet Express or GMC Savana van may have a condition in which the front torsion bar may fracture during or after being loaded. If the torsion bar fractures, the trim height will immediately drop on the fractured side. The front suspension alignment will change and the weight distribution will shift to the vehicle side with the non-fractured torsion bar. If the driver is not holding the steering wheel, it will rotate approximately 14 degrees to the fractured side. With hands on the wheel, the steering force feedback would be similar to a large wind gust or pothole hit.

Your satisfaction with your Express or Savana is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the left and right front suspension torsion bars. This service will be performed for you at **no charge until August 21, 2016**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any 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	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services