



<CustomerName>
<CustomerAddress>

Dear <CustomerName>:

GM has become aware that some customers may be overfilling their CNG tanks in cold weather by adding CNG beyond the recommended fill pressure. If CNG tanks are filled to a higher pressure than recommended at a given ambient temperature, then moved to a much higher ambient temperature environment, expansion of the gas caused by the temperature change may cause pressure relief devices on the vehicle CNG tank(s) to release gas, as designed. If an ignition source were present, this could create a risk of fire or explosion.

As indicated in the Compressed Natural Gas Supplement to the Owner Manual, the recommended service pressure for <Year> model year <VINDivisionName> <Vehicle_Name> is 3600 psig (24,800 kPa) at 70°F (21°C).

During fueling, CNG needs to be delivered to the vehicle at the appropriate pressure in relationship to the ambient temperature. This can be done automatically by a temperature compensation system on the CNG fuel dispenser or manually by stopping the CNG fill at a prescribed pressure.

When filling your CNG tanks, please keep in mind:

- Always observe all safety recommendations and operating instructions on the refueling equipment.
- Use CNG fueling stations that have a temperature compensation system whenever possible.
- Always follow a temperature compensation chart such as the one on page 3 and choose the appropriate fill pressure for the surrounding ambient temperature if the CNG fueling station does not have a temperature compensation system.
- Fill only to the pressure level that corresponds to the lowest ambient temperature anticipated during filling.
- Do not allow a vehicle to remain connected to a slow fill station for several hours, as this can cause the tank to be filled to a higher pressure than recommended especially when the outside temperature falls. Disconnect the vehicle from the fill station as soon as it is full unless an auto shutoff temperature corrected fill pressure feature is used.
- **Warning:** If CNG tanks are filled to a higher pressure than recommended and then exposed to a much higher ambient temperature environment, expansion of the gas caused by the temperature change may cause pressure relief devices on the vehicle CNG tank(s) to release gas, as designed. If an ignition source is present, this could create a risk of fire or explosion.

If you suspect your tank has been over pressurized, take steps to relieve the excess pressure, such as by running the vehicle in an open area to remove some fuel. Do not move the vehicle into a much higher ambient temperature environment and do not park in an enclosed area until you are confident the tank is at the appropriate pressure.

You should also ensure that your CNG vehicles are properly maintained and repaired to avoid elevated temperatures surrounding the tank, since elevated temperatures in the area of the tank could also raise the CNG pressure in the tank. For example, exercise care when

performing a paint repair on a CNG vehicle. CNG tanks must be drained by a qualified technician prior to heat curing a painted body repair.

To draw attention to the importance of filling to the appropriate pressure at a given temperature, we are sending a hang tag with a removable, self-adhesive temperature compensation chart and a revised fuel door label showing "3600psi @ 70F". Please install both the temperature compensation chart and label in accordance with the enclosed instructions. The temperature compensation chart is designed so that you can hang it from the glove box or remove it from the adhesive backing and adhere it to another location.

We have also included an insert to the Owner Manual CNG Supplement to be kept with your original manual in the glove box. Please also keep this letter with your Owner Manual for future reference.

Consult materials available from NGVAmerica - <http://www.ngvc.org> and the Clean Vehicle Education Foundation - <http://www.cleanvehicle.org> on CNG fueling stations for more information.

Finally, if you own or operate a CNG fuel dispensing system, we strongly recommend your filling station follow section 7.14.3 of the NFPA 52 Vehicular Gaseous Fuel Systems Code, which requires a temperature compensation feature. In addition, do not engage in the practice of propane air peak shaving (i.e. adding a small amount of propane to the CNG composition). This will alter the fuel composition and may cause CNG tanks to be filled to a higher pressure than recommended.

If you have any questions, please contact the GM Fleet Action Center at 1-800-FLEETOP (800-353-3867) Prompt 8 for more information.

<Closing>

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GM CUSTOMER CARE AND AFTERSALES
DCS3280
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 5, 2014

Subject: Special Advisory Letter
Compressed Natural Gas Vehicles

Models: 2011-2014 Chevrolet Express and GMC Savana
Dedicated CNG Vans (RPO LC8&FHZ&UFP&UFM)

2013-2015 Chevrolet Silverado and GMC Sierra
Bi-Fuel CNG Pickup Trucks (RPO LC8&FHV)

To: All Chevrolet and GMC Dealers

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

General Motors has become aware that some customers may be overfilling their Compressed Natural Gas (CNG) tanks in cold weather by adding CNG beyond the recommended fill pressure. If CNG tanks are filled to a higher pressure than recommended at a given ambient temperature, then moved to a much higher ambient temperature environment, expansion of the gas caused by the temperature change may cause pressure relief devices on the vehicle CNG tank(s) to release gas, as designed. If an ignition source were present, this could create a risk of fire or explosion.

The recommended service pressure for 2011-present Chevrolet Express and GMC Savana CNG vans and 2013-present Chevrolet Silverado and GMC Sierra CNG trucks is 3600 psig (24,800 kPa) at 70°F. During fueling, CNG needs to be delivered to the vehicle at the appropriate pressure in relationship to the ambient temperature. This can be done automatically by a temperature compensation system on the CNG fuel dispenser or manually by stopping the CNG fill at a prescribed pressure.

Recently, GM mailed an advisory letter to all involved customers along with a four page insert to the Owner Manual CNG Supplement and two labels and instructions for affixing them to the vehicle. The first label is a revised label showing "3600psi @ 70°F" with instructions to affix it to the fuel filler door, and the second is a hang tag with a removable, self-adhesive temperature

compensation chart to be attached to the glove box or fuel fill door. A generic copy of the letter is attached to this message. Of course, the actual letter was personalized for each customer.

Even though most of the involved vehicles have been delivered and are in commercial fleet service, we were not able to obtain customer information for all involved vehicles so some of the advisory letters could not be sent. Therefore, we have attached an involved vehicle list sorted by invoicing dealer Business Associate Code (BAC). Please use this list to help determine the identity of the customer and location of the vehicle. If you are able to locate owner information for one of these vehicles, follow the ordering instructions provided below to obtain a fuel filler door label, a glove box hang tag and an Owner Manual insert. For easier handling, these items have been assembled as a "service kit" along with an instruction sheet. Upon receipt, please forward the kit to the customer for self-installation.

U.S. dealers can obtain the kit from Dealer Support Materials by ordering on the web from 1Store, www.gmglobalconnect.com, and then click on the 1Store link. Be sure to request the kit by the 1Store item number. The item number is 14151Pkg. Canadian dealers should contact the Warranty Call Centre at 1-888-222-5546 to obtain a kit. Do not order from General Motors Customer Care and Aftersales (GMCCA).

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES