

GM CUSTOMER CARE AND AFTERSALES
DCS3286
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 6, 2014

Subject: Special Advisory Letter
Compressed Natural Gas Vehicles
Involved VIN List Attached

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

INVOLVED VIN LIST WAS NOT ATTACHED TO THE PREVIOUS MESSAGE

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